

State: District of Columbia **Filing Company:** Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

TOI/Sub-TOI: HOrg03 Health Organizations - Other/HOrg03.000 Health Organizations - Other

Product Name: 2016 Medicare Plus (Cost) ANOC EOCs

Project Name/Number: /

Filing at a Glance

Company: Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

Product Name: 2016 Medicare Plus (Cost) ANOC EOCs

State: District of Columbia

TOI: HOrg03 Health Organizations - Other

Sub-TOI: HOrg03.000 Health Organizations - Other

Filing Type: Form

Date Submitted: 09/02/2015

SERFF Tr Num: KPMA-130230470

SERFF Status: Submitted to State

State Tr Num:

State Status:

Co Tr Num:

Implementation: 01/01/2016

Date Requested:

Author(s): Catherine Reifert, Lynn Robinson, Nikki Bridgeforth, Veronica Green, Nikora Groomes, David Parks, Chelsea Journigan, Shilpa Patel

Reviewer(s):

Disposition Date:

Disposition Status:

Implementation Date:

State: District of Columbia **Filing Company:** Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
TOI/Sub-TOI: HOrg03 Health Organizations - Other/HOrg03.000 Health Organizations - Other
Product Name: 2016 Medicare Plus (Cost) ANOC EOCs
Project Name/Number: /

General Information

Project Name:	Status of Filing in Domicile:
Project Number:	Date Approved in Domicile:
Requested Filing Mode: Informational	Domicile Status Comments:
Explanation for Combination/Other:	Market Type: Group
Submission Type: New Submission	Group Market Size: Large
Group Market Type: Employer, Association, Trust, Other	Explanation for Other Group Market Type: Individual
Overall Rate Impact:	Filing Status Changed: 09/02/2015
	State Status Changed:
Deemer Date:	Created By: Lynn Robinson
Submitted By: Lynn Robinson	Corresponding Filing Tracking Number:
	PPACA: Not PPACA-Related
PPACA Notes: null	
Include Exchange Intentions:	No

Filing Description:
 2016 Medicare Plus (Cost) for Individual and Group. Form numbers are as follows:
 DC/MD/VA-MPCOST-ANOC-DPD (01/16)
 DC/MD/VA-MPCOST-ANOC-DP (01/16)
 DC/MD/VA-MPCOST-EOC-DPD (01/16)
 DC/MD/VA-MPCOST-EOC-DP (01/16)
 DC/MD/VA-MPCOST-ANOC/EOC (01/16)
 DC/MD/VA-MPCOST-ANOC-GRPD (01/16)

Company and Contact

Filing Contact Information

Catherine Reifert, Manager	catherine.l.reifert@kp.org
2101 E. Jefferson	301-816-7346 [Phone]
Rockville, MD 20852	301-816-7346 [FAX]

Filing Company Information

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.	CoCode: 95639	State of Domicile: Maryland
2101 E Jefferson St.	Group Code:	Company Type: Health
Rockville, MD 20852	Group Name:	Maintenance Organization
(301) 816-6867 ext. [Phone]	FEIN Number: 52-0954463	State ID Number:

Filing Fees

Fee Required?	No
Retaliatory?	No
Fee Explanation:	

State: District of Columbia

Filing Company:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

TOI/Sub-TOI: HOrg03 Health Organizations - Other/HOrg03.000 Health Organizations - Other

Product Name: 2016 Medicare Plus (Cost) ANOC EOCs

Project Name/Number: /

Form Schedule

Lead Form Number: DC/MD/VA-MPCOST-ANOC-DPD (01/16)

Item No.	Schedule Item Status	Form Name	Form Number	Form Type	Form Action	Action Specific Data	Readability Score	Attachments
1		Annual Notification of Change - Individual	DC/MD/VA-MPCOST-ANOC-DPD (01/16)	POL	Initial			2016_MP_ANOC_DP_High_w_D_002.pdf, 2016_MP_ANOC_DP_Std_w_D_A&B_009.pdf, 2016_MP_ANOC_DP_Std_w_D_B_only_029.pdf
2		Annual Notification of Change - Individual	DC/MD/VA-MPCOST-ANOC-DP (01/16)	POL	Initial			2016_MP_ANOC_DP_Basic_no_D_A&B_017.pdf, 2016_MP_ANOC_DP_High_no_D_021.pdf, 2016_MP_ANOC_DP_Std_no_D_A&B_022.pdf, 2016_MP_ANOC_DP_Basic_no_D_B_only_030.pdf
3		Evidence of Coverage - Individual	DC/MD/VA-MPCOST-EOC-DPD (01/16)	POL	Initial			2016_MP_EOC_DP_High_w_D_002.pdf, 2016_MP_EOC_DP_Std_w_D_A&B_009.pdf, 2016_MP_EOC_DP_Std_w_D_B_only_029.pdf, 2016_MP_EOC_DP_Basic_w_D_A&B_033.pdf, 2016_MP_EOC_DP_Basic_w_D_B_only_034.pdf

State: District of Columbia

Filing Company:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

TOI/Sub-TOI: HOrg03 Health Organizations - Other/HOrg03.000 Health Organizations - Other

Product Name: 2016 Medicare Plus (Cost) ANOC EOCs

Project Name/Number: /

Lead Form Number: DC/MD/VA-MPCOST-ANOC-DPD (01/16)								
Item No.	Schedule Item Status	Form Name	Form Number	Form Type	Form Action	Action Specific Data	Readability Score	Attachments
4		Evidence of Coverage - Individual	DC/MD/VA-MPCOST-EOC-DP (01/16)	POL	Initial			2016_MP_EOC_DP_Basic_no_D_A&B_017.pdf, 2016_MP_EOC_DP_High_no_D_021.pdf, 2016_MP_EOC_DP_Std_no_D_A&B_022.pdf, 2016_MP_EOC_DP_Basic_no_D_B_only_030.pdf
5		Annual Notification of Change - Group	DC/MD/VA-MPCOST-ANOC/EOC (01/16)	POL	Initial			DCMDVA-MPCOST-ANOC-GRPD (01-16).pdf
6		Evidence of Coverage - Group	DC/MD/VA-MPCOST-ANOC-GRPD (01/16)	POL	Initial			DCMDVA-MPCOST-ANOC/EOC (01-16).pdf

Form Type Legend:

ADV	Advertising	AEF	Application/Enrollment Form
CER	Certificate	CERA	Certificate Amendment, Insert Page, Endorsement or Rider
DDP	Data/Declaration Pages	FND	Funding Agreement (Annuity, Individual and Group)
MTX	Matrix	NOC	Notice of Coverage
OTH	Other	OUT	Outline of Coverage
PJK	Policy Jacket	POL	Policy/Contract/Fraternal Certificate
POLA	Policy/Contract/Fraternal Certificate: Amendment, Insert Page, Endorsement or Rider	SCH	Schedule Pages

Annual Notice of Changes for 2016

You are currently enrolled as a member of Kaiser Permanente Medicare Plus High w/Part D (AB). Next year, there will be some changes to our plan's costs and benefits. This booklet tells about the changes.

If you wish to enroll in a Medicare Advantage health plan or Medicare prescription drug plan, you have from October 15 until December 7 to make changes to your Medicare coverage for next year.

Additional Resources

Member Services has free language interpreter services available for non-English speakers (phone numbers are in Section 7.1 of this booklet).

This information is available in a different format for the visually impaired by calling Member Services.

About Kaiser Permanente Medicare Plus High w/Part D (AB)

Kaiser Permanente is a Cost plan with a Medicare contract.
Enrollment in Kaiser Permanente depends on contract renewal.

When this booklet says "we," "us," or "our," it means Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Think about your Medicare coverage for next year

You are currently enrolled in a Medicare Cost plan, which allows you to enroll or switch Cost plans at any time the plan is accepting members. You can disenroll from a Medicare Cost plan at any time and go back to Original Medicare. However, if you want to switch to a different type of plan, like a Medicare Advantage plan, or make a change to your Medicare prescription drug coverage, there are only certain times when you can make changes. Each fall, Medicare allows you to change your Medicare Advantage and Medicare drug coverage during the Annual Enrollment Period. It's important to review your coverage now to make sure it will meet your needs next year.

Important things to do:

- Check the changes to our benefits and costs to see if they affect you.** Do the changes affect the services you use? It is important to review benefit and cost changes to make sure they will work for you next year. Look in Section 1 for information about benefit and cost changes for our plan.
- Check the changes to our prescription drug coverage to see if they affect you.** Will your drugs be covered? Are they in a different tier? Can you continue to use the same pharmacies? It is important to review the changes to make sure our drug coverage will work for you next year. Look in Sections 1.6 and 2 for information about changes to our drug coverage.
- Check to see if your doctors and other providers will be in our network next year.** Are your doctors in our network? What about the hospitals or other providers you use? Look in Section 1.3 for information about our **Provider Directory**.
- Think about your overall health care costs.** How much will you spend out-of-pocket for the services and prescription drugs you use regularly? How much will you spend on your premium? How do the total costs compare to other Medicare coverage options?
- Think about whether you are happy with our plan.**

If you decide to stay with our plan:

If you want to stay with us next year, it's easy—you don't need to do anything.

If you decide to change plans:

If you decide other Cost plan coverage will better meet your needs, you can switch Cost plans anytime the plan is accepting members. If you decide a Medicare health plan other than a Cost plan will better meet your needs, you can switch plans between October 15 and December 7. If you enroll in a new plan, your new coverage will begin on January 1, 2016. Look in Section 3.2 to learn more about your choices.

Summary of important costs for 2016

The table below compares the 2015 costs and 2016 costs for our plan in several important areas. Please note this is only a summary of changes. It is important to read the rest of this **Annual Notice of Changes** and review the attached **Evidence of Coverage** to see if other benefit or cost changes affect you.

Cost	2015 (this year)	2016 (next year)
Monthly plan premium* *Your premium may be higher or lower than this amount. See Section 1.1 for details.	\$119	\$129
Maximum out-of-pocket amount This is the most you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	\$3,400	\$3,400
Doctor office visits	Primary care visits: \$10 per visit. Specialist visits: \$20 per visit.	Primary care visits: \$10 per visit. Specialist visits: \$20 per visit.
Inpatient hospital stays Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	\$250 per benefit period.	\$250 per benefit period.
Part D prescription drug coverage (See Section 1.6 for details.)	Preferred cost-sharing during the Initial Coverage Stage (up to a 30-day supply):	
	Drug Tier 1: \$5 Drug Tier 2: \$10 Drug Tier 3: \$40 Drug Tier 4: \$75 Drug Tier 5: 33% Drug Tier 6: \$0	Drug Tier 1: \$5 Drug Tier 2: \$15 Drug Tier 3: \$42 Drug Tier 4: \$80 Drug Tier 5: 33% Drug Tier 6: \$0

Annual Notice of Changes for 2016

Table of Contents

Think about your Medicare coverage for next year.....	1
Summary of important costs for 2016.....	2
Section 1. Changes to benefits and costs for next year	4
Section 1.1. Changes to the monthly premium.....	4
Section 1.2. Changes to your maximum out-of-pocket amount	4
Section 1.3. Changes to the provider network	5
Section 1.4. Changes to the pharmacy network.....	5
Section 1.5. Changes to benefits and costs for medical services	5
Section 1.6. Changes to Part D prescription drug coverage	6
Section 2. Other changes	9
Section 3. Deciding which plan to choose.....	9
Section 3.1. If you want to stay in our plan	9
Section 3.2. If you want to change plans	10
Section 4. Deadline for changing plans	11
Section 5. Programs that offer free counseling about Medicare.....	11
Section 6. Programs that help pay for prescription drugs	12
Section 7. Questions?.....	12
Section 7.1. Getting help from our plan.....	12
Section 7.2. Getting help from Medicare.....	13

Section 1. Changes to benefits and costs for next year

Section 1.1. Changes to the monthly premium

Cost	2015 (this year)	2016 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	\$119	\$129

- Your monthly plan premium will be more if you are required to pay a late enrollment penalty.
- If you have a higher income, you may have to pay an additional amount each month directly to the government for your Medicare prescription drug coverage.
- Your monthly plan premium will be less if you are receiving "Extra Help" with your prescription drug costs.

Section 1.2. Changes to your maximum out-of-pocket amount

To protect you, Medicare requires all health plans to limit how much you pay "out-of-pocket" during the year. This limit is called the "maximum out-of-pocket amount." Once you reach this amount, you generally pay nothing for covered Part A and Part B services (and other health care services not covered by Medicare as described in Chapter 4 of the **Evidence of Coverage**) for the rest of the year.

Cost	2015 (this year)	2016 (next year)
Maximum out-of-pocket amount Your costs for covered medical services (such as copayments) count toward your maximum out-of-pocket amount. Your plan premium and your costs for prescription drugs do not count toward your maximum out-of-pocket amount.	\$3,400	\$3,400 Once you have paid \$3,400 out-of-pocket for covered Part A and Part B services (and certain health care services not covered by Medicare), you will pay nothing for these covered services for the rest of the calendar year.

Section 1.3. Changes to the provider network

There are changes to our network of providers for next year. An updated **Provider Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Provider Directory**. Please review the 2016 **Provider Directory** to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.

It is important that you know that we may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

Section 1.4. Changes to the pharmacy network

Amounts you pay for your prescription drugs may depend on which pharmacy you use. Medicare drug plans have a network of pharmacies. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies. Our network includes pharmacies with preferred cost-sharing, which may offer you lower cost-sharing than the standard cost-sharing offered by other pharmacies within the network.

There are changes to our network of pharmacies for next year. An updated **Pharmacy Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Pharmacy Directory**. Please review the 2016 **Pharmacy Directory** to see which pharmacies are in our network.

Section 1.5. Changes to benefits and costs for medical services

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," in your 2016 **Evidence of Coverage**.

Cost	2015 (this year)	2016 (next year)
Ambulance	You pay \$125 per one-way trip.	You pay \$150 per one-way trip.
Emergency Department visits	You pay \$65 per visit.	You pay \$75 per visit.
Medicare Part B drugs		
<ul style="list-style-type: none"> Up to a 30-day supply at a network pharmacy (at a Kaiser Permanente pharmacy or through mail order service). 	You pay \$10 for generic drugs and \$40 for brand-name drugs.	You pay \$15 for generic drugs and \$42 for brand-name drugs.
<ul style="list-style-type: none"> Up to a 30-day supply at a network pharmacy (an affiliated pharmacy). 	You pay \$33 for generic drugs and \$45 for brand-name drugs.	You pay \$20 for generic drugs and \$47 for brand-name drugs.
Outpatient surgery	You pay \$125 per visit.	You pay \$150 per visit.
Skilled nursing facility care	Per benefit period, you pay:	Per benefit period, you pay:
Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.	<ul style="list-style-type: none"> \$0 per day, for days 1–20. \$98 per day, for days 21–100. 	<ul style="list-style-type: none"> \$0 per day, for days 1–20. \$110 per day, for days 21–100.

Section 1.6. Changes to Part D prescription drug coverage

Changes to our Drug List

Our list of covered drugs is called a formulary, or Drug List (**Kaiser Permanente 2016 Abridged Formulary**). A copy of our Drug List is in this envelope. The Drug List we included in this envelope includes many—but not all—of the drugs that we will cover next year. If you don't see your drug on this list, it might still be covered. You can get the complete Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) by calling Member Services (see the back cover) or visiting our website (kp.org/seniormedrx).

We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.

If you are affected by a change in drug coverage, you can:

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- Work with your doctor (or other prescriber) and ask the plan to make an exception to cover the drug.
 - ◆ To learn what you must do to ask for an exception, see Chapter 9 of your **Evidence of Coverage**, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)" or call Member Services.
- Work with your doctor (or other prescriber) to find a different drug that we cover. You can call Member Services to ask for a list of covered drugs that treat the same medical condition.

In some situations, we are required to cover a one-time, temporary supply of a non-formulary drug in the first 90 days of coverage or the plan year. (To learn more about when you can get a temporary supply and how to ask for one, see Chapter 5, Section 5.2, of the **Evidence of Coverage**.) During the time when you are getting a temporary supply of a drug, you should talk with your doctor to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug.

Because our formulary includes all drugs that can be covered under a Medicare Part D prescription drug plan, it is not likely that we made a formulary exception for you during 2015 to cover a drug that is not on our Drug List. However, in the rare case that we did make a formulary exception during 2015, the exception may continue into 2016 as long as your network provider continues to prescribe the drug for you.

Changes to prescription drug costs

Note: If you are in a program that helps pay for your drugs ("Extra Help"), the information about costs for Part D prescription drugs does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also called the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug costs. If you get "Extra Help" and haven't received this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are in Section 7.1 of this booklet.

There are four "drug payment stages." How much you pay for a Part D drug depends on which drug payment stage you are in. (You can look in Chapter 6, Section 2, of your **Evidence of Coverage** for more information about the stages.)

The information below shows the changes for next year to the first two stages—the Yearly Deductible Stage and the Initial Coverage Stage. (Most members do not reach the other two stages—the Coverage Gap Stage or the Catastrophic Coverage Stage. To get information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in the attached **Evidence of Coverage**.)

Changes to the Deductible Stage

Stage	2015 (this year)	2016 (next year)
Stage 1: Yearly Deductible Stage	Because we have no deductible, this payment stage does not apply to you.	Because we have no deductible, this payment stage does not apply to you.

Changes to your cost-sharing in the Initial Coverage Stage

To learn how copayments and coinsurance work, look at Chapter 6, Section 1.2, "Types of out-of-pocket costs you may pay for covered drugs," in your **Evidence of Coverage**.

Stage	2015 (this year)	2016 (next year)
<p>Stage 2: Initial Coverage Stage</p> <p>During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost.</p> <p>The costs in this row are for a one-month (30-day) supply when you fill your prescription at a network pharmacy. For information about the costs for a long-term supply or for mail-order prescriptions, look in Chapter 6, Section 5, of your Evidence of Coverage.</p> <p>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</p>	<p>Your cost for a one-month supply filled at a network pharmacy:</p> <p>Tier 1 – Preferred generic drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$5 per prescription. • Standard cost-sharing: You pay \$10 per prescription. <p>Tier 2 – Nonpreferred generic drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$10 per prescription. • Standard cost-sharing: You pay \$33 per prescription. <p>Tier 3 – Preferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$40 per prescription. • Standard cost-sharing: You pay \$45 per prescription. <p>Tier 4 – Nonpreferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$75 per prescription. • Standard cost-sharing: You pay \$95 per prescription. 	<p>Your cost for a one-month supply filled at a network pharmacy:</p> <p>Tier 1 – Preferred generic drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$5 per prescription. • Standard cost-sharing: You pay \$10 per prescription. <p>Tier 2 – Generic drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$15 per prescription. • Standard cost-sharing: You pay \$20 per prescription. <p>Tier 3 – Preferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$42 per prescription. • Standard cost-sharing: You pay \$47 per prescription. <p>Tier 4 – Nonpreferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$80 per prescription. • Standard cost-sharing: You pay \$100 per prescription.

Stage	2015 (this year)	2016 (next year)
	<p>Tier 5 – Specialty-tier drugs:</p> <ul style="list-style-type: none"> You pay 33% of the total cost per prescription. <p>Tier 6 – Injectable Part D vaccines:</p> <ul style="list-style-type: none"> You pay \$0 per prescription. <p>Once your total drug costs have reached \$2,960, you will move to the next stage (the Coverage Gap Stage).</p>	<p>Tier 5 – Specialty-tier drugs:</p> <ul style="list-style-type: none"> You pay 33% of the total cost per prescription. <p>Tier 6 – Injectable Part D vaccines:</p> <ul style="list-style-type: none"> You pay \$0 per prescription. <p>Once your total drug costs have reached \$3,310, you will move to the next stage (the Coverage Gap Stage).</p>

Changes to the Coverage Gap and Catastrophic Coverage Stages

The other two drug coverage stages—the Coverage Gap Stage and the Catastrophic Coverage Stage—are for people with high drug costs. Most members do not reach the Coverage Gap Stage or the Catastrophic Coverage Stage. For the Catastrophic Coverage Stage, for drugs on Tiers 1–6, your cost-sharing is changing from a copayment to coinsurance. For information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in your **Evidence of Coverage**.

Section 2. Other changes

Process	2015 (this year)	2016 (next year)
<p>Quantity limits on Medicare Part D drugs</p>	<p>We may limit the amount of the supply we will dispense of a Medicare Part D drug to less than a 30-day supply when the prescribed amount is greater.</p>	<p>Not applicable.</p>

Section 3. Deciding which plan to choose

Section 3.1. If you want to stay in our plan

To stay in our plan you don't need to do anything. If you do not sign up for a different Cost plan or change to Original Medicare by December 31, you will automatically stay enrolled as a member of our plan for 2016.

Section 3.2. If you want to change plans

We hope to keep you as a member next year, but if you want to change for 2016, follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan.
- Or you can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan, if you don't already have one, and whether to buy a Medicare supplement (Medigap) policy.

To learn more about Original Medicare and the different types of Medicare plans, read **Medicare & You 2016**, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <http://www.medicare.gov> and click "Find health & drug plans." Here, you can find information about costs, coverage, and quality ratings for Medicare plans.

As a reminder, Kaiser Permanente offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

Step 2: Change your coverage

- To change to a different Medicare health plan, enroll in the new plan. You will automatically be disenrolled from our plan.
- To add a Medicare prescription drug plan or change to a different drug plan, enroll in the new drug plan. You will continue to receive your medical benefits from our plan.
- To change to Original Medicare with a prescription drug plan, you must enroll in the new drug plan and ask to be disenrolled from our plan. Enrolling in the new drug plan will not automatically disenroll you from our plan. To disenroll from our plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.
- To change to Original Medicare without a prescription drug plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
 - ◆ Or contact **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**.

Section 4. Deadline for changing plans

If you want to change to a different type of plan, like a Medicare Advantage plan, or make a change to your prescription drug coverage for next year, you can do it from October 15 until December 7. The change will take effect on January 1, 2016.

If you want to change to a different Cost plan, you can do so anytime the plan is accepting members. The new plan will let you know when the change will take effect.

If you want to disenroll from our plan and have Original Medicare for next year, you can make the change up to December 31. The change will take effect on January 1, 2016.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. For example, people with Medicaid, those who get "Extra Help" paying for their drugs, and those who move out of the service area are allowed to make a change at other times of the year. For more information, see Chapter 10, Section 2.3, of the **Evidence of Coverage**.

Section 5. Programs that offer free counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called Health Insurance Counseling Project.
- In Maryland, the SHIP is called Maryland Department of Aging.
- In Virginia, the SHIP is called Virginia Insurance Counseling and Assistance Program.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHIP at:

- Health Insurance Counseling Project (District of Columbia's SHIP): **202-994-6272** (TTY **202-994-6656**)
- Maryland Department of Aging: **410-767-1100** or toll-free **1-800-243-3425** (TTY **711**)
- Virginia Insurance Counseling and Assistance Program: **804-662-9333** or toll-free **1-800-552-3402** (TTY **711**)

Section 6. Programs that help pay for prescription drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **"Extra Help" from Medicare.** People with limited incomes may qualify for "Extra Help" to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don't even know it. To see if you qualify, call:
 - ◆ **1-800-MEDICARE (1-800-633-4227).** TTY users should call **1-877-486-2048**, 24 hours a day/7 days a week;
 - ◆ The Social Security office at **1-800-772-1213** between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call, **1-800-325-0778** (applications); or
 - ◆ Your state Medicaid office (applications).
- **Help from your state's pharmaceutical assistance program.** Maryland has a program called Maryland Senior Prescription Drug Assistance Program (SPDAP) and Virginia has a program called Virginia HIV SPAP that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Section 5 of this booklet).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

Section 7. Questions?

Section 7.1. Getting help from our plan

Questions? We're here to help. Please call Member Services at **1-888-777-5536**. (TTY only, call **711**.) We are available for phone calls seven days a week, 8 a.m. to 8 p.m. Calls to these numbers are free.

Read your 2016 Evidence of Coverage (it has details about next year's benefits and costs)

This **Annual Notice of Changes** gives you a summary of changes in your benefits and costs for 2016. For details, look in the 2016 **Evidence of Coverage** for our plan. The **Evidence of Coverage** is the legal, detailed description of your plan benefits. It explains your rights and the

rules you need to follow to get covered services and prescription drugs. A copy of the **Evidence of Coverage** is included in this booklet.

Visit our website

You can also visit our website at **kp.org**. As a reminder, our website has the most up-to-date information about our provider network (**Provider Directory**) and our list of covered drugs (**Kaiser Permanente 2016 Comprehensive Formulary**).

Section 7.2. Getting help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Visit the Medicare website

You can visit the Medicare website (**<http://www.medicare.gov>**). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to **<http://www.medicare.gov>** and click on "Find health & drug plans.")

Read Medicare & You 2016

You can read the **Medicare & You** 2016 handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (**<http://www.medicare.gov>**) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Annual Notice of Changes for 2016

You are currently enrolled as a member of Kaiser Permanente Medicare Plus Standard w/Part D (AB). Next year, there will be some changes to our plan's costs and benefits. This booklet tells about the changes.

If you wish to enroll in a Medicare Advantage health plan or Medicare prescription drug plan, you have from October 15 until December 7 to make changes to your Medicare coverage for next year.

Additional Resources

Member Services has free language interpreter services available for non-English speakers (phone numbers are in Section 7.1 of this booklet).

This information is available in a different format for the visually impaired by calling Member Services.

About Kaiser Permanente Medicare Plus Standard w/Part D (AB)

Kaiser Permanente is a Cost plan with a Medicare contract.
Enrollment in Kaiser Permanente depends on contract renewal.

When this booklet says "we," "us," or "our," it means Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Think about your Medicare coverage for next year

You are currently enrolled in a Medicare Cost plan, which allows you to enroll or switch Cost plans at any time the plan is accepting members. You can disenroll from a Medicare Cost plan at any time and go back to Original Medicare. However, if you want to switch to a different type of plan, like a Medicare Advantage plan, or make a change to your Medicare prescription drug coverage, there are only certain times when you can make changes. Each fall, Medicare allows you to change your Medicare Advantage and Medicare drug coverage during the Annual Enrollment Period. It's important to review your coverage now to make sure it will meet your needs next year.

Important things to do:

- Check the changes to our benefits and costs to see if they affect you.** Do the changes affect the services you use? It is important to review benefit and cost changes to make sure they will work for you next year. Look in Section 1 for information about benefit and cost changes for our plan.
- Check the changes to our prescription drug coverage to see if they affect you.** Will your drugs be covered? Are they in a different tier? Can you continue to use the same pharmacies? It is important to review the changes to make sure our drug coverage will work for you next year. Look in Sections 1.6 and 2 for information about changes to our drug coverage.
- Check to see if your doctors and other providers will be in our network next year.** Are your doctors in our network? What about the hospitals or other providers you use? Look in Section 1.3 for information about our **Provider Directory**.
- Think about your overall health care costs.** How much will you spend out-of-pocket for the services and prescription drugs you use regularly? How much will you spend on your premium? How do the total costs compare to other Medicare coverage options?
- Think about whether you are happy with our plan.**

If you decide to stay with our plan:

If you want to stay with us next year, it's easy—you don't need to do anything.

If you decide to change plans:

If you decide other Cost plan coverage will better meet your needs, you can switch Cost plans anytime the plan is accepting members. If you decide a Medicare health plan other than a Cost plan will better meet your needs, you can switch plans between October 15 and December 7. If you enroll in a new plan, your new coverage will begin on January 1, 2016. Look in Section 3.2 to learn more about your choices.

Summary of important costs for 2016

The table below compares the 2015 costs and 2016 costs for our plan in several important areas. Please note this is only a summary of changes. It is important to read the rest of this **Annual Notice of Changes** and review the attached **Evidence of Coverage** to see if other benefit or cost changes affect you.

Cost	2015 (this year)	2016 (next year)
Monthly plan premium* *Your premium may be higher or lower than this amount. See Section 1.1 for details.	\$25	\$25
Maximum out-of-pocket amount This is the most you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	\$3,400	\$5,500
Doctor office visits	Primary care visits: \$20 per visit. Specialist visits: \$30 per visit.	Primary care visits: \$20 per visit. Specialist visits: \$40 per visit.
Inpatient hospital stays Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	\$600 per benefit period.	\$675 per benefit period.
Part D prescription drug coverage (See Section 1.6 for details.)	Preferred cost-sharing during the Initial Coverage Stage (up to a 30-day supply):	
	Drug Tier 1: \$7 Drug Tier 2: \$30 Drug Tier 3: \$40 Drug Tier 4: \$90 Drug Tier 5: 33% Drug Tier 6: \$0	Drug Tier 1: \$7 Drug Tier 2: \$15 Drug Tier 3: \$42 Drug Tier 4: \$95 Drug Tier 5: 33% Drug Tier 6: \$0

Annual Notice of Changes for 2016

Table of Contents

Think about your Medicare coverage for next year.....	1
Summary of important costs for 2016.....	2
Section 1. Changes to benefits and costs for next year	4
Section 1.1. Changes to the monthly premium.....	4
Section 1.2. Changes to your maximum out-of-pocket amount	4
Section 1.3. Changes to the provider network	5
Section 1.4. Changes to the pharmacy network.....	5
Section 1.5. Changes to benefits and costs for medical services	5
Section 1.6. Changes to Part D prescription drug coverage	7
Section 2. Other changes	10
Section 3. Deciding which plan to choose.....	10
Section 3.1. If you want to stay in our plan	10
Section 3.2. If you want to change plans	10
Section 4. Deadline for changing plans	11
Section 5. Programs that offer free counseling about Medicare.....	11
Section 6. Programs that help pay for prescription drugs	12
Section 7. Questions?.....	13
Section 7.1. Getting help from our plan.....	13
Section 7.2. Getting help from Medicare.....	13

Section 1. Changes to benefits and costs for next year

Section 1.1. Changes to the monthly premium

Cost	2015 (this year)	2016 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	\$25	\$25

- Your monthly plan premium will be more if you are required to pay a late enrollment penalty.
- If you have a higher income, you may have to pay an additional amount each month directly to the government for your Medicare prescription drug coverage.
- Your monthly plan premium will be less if you are receiving "Extra Help" with your prescription drug costs.

Section 1.2. Changes to your maximum out-of-pocket amount

To protect you, Medicare requires all health plans to limit how much you pay "out-of-pocket" during the year. This limit is called the "maximum out-of-pocket amount." Once you reach this amount, you generally pay nothing for covered Part A and Part B services (and other health care services not covered by Medicare as described in Chapter 4 of the **Evidence of Coverage**) for the rest of the year.

Cost	2015 (this year)	2016 (next year)
Maximum out-of-pocket amount Your costs for covered medical services (such as copayments) count toward your maximum out-of-pocket amount. Your plan premium and your costs for prescription drugs do not count toward your maximum out-of-pocket amount.	\$3,400	\$5,500 Once you have paid \$5,500 out-of-pocket for covered Part A and Part B services (and certain health care services not covered by Medicare), you will pay nothing for these covered services for the rest of the calendar year.

Section 1.3. Changes to the provider network

There are changes to our network of providers for next year. An updated **Provider Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Provider Directory**. Please review the 2016 **Provider Directory** to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.

It is important that you know that we may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

Section 1.4. Changes to the pharmacy network

Amounts you pay for your prescription drugs may depend on which pharmacy you use. Medicare drug plans have a network of pharmacies. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies. Our network includes pharmacies with preferred cost-sharing, which may offer you lower cost-sharing than the standard cost-sharing offered by other pharmacies within the network.

There are changes to our network of pharmacies for next year. An updated **Pharmacy Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Pharmacy Directory**. Please review the 2016 **Pharmacy Directory** to see which pharmacies are in our network.

Section 1.5. Changes to benefits and costs for medical services

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," in your 2016 **Evidence of Coverage**.

Cost	2015 (this year)	2016 (next year)
Ambulance	You pay \$175 per one-way trip.	You pay \$225 per one-way trip.
Emergency Department visits	You pay \$65 per visit.	You pay \$75 per visit.
Inpatient hospital care Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.	You pay \$600 per benefit period.	You pay \$675 per benefit period.
Medicare Part B drugs <ul style="list-style-type: none"> Up to a 30-day supply at a network pharmacy (at a Kaiser Permanente pharmacy or through mail order service). 	You pay \$30 for generic drugs and \$40 for brand-name drugs.	You pay \$15 for generic drugs and \$42 for brand-name drugs.
<ul style="list-style-type: none"> Up to a 30-day supply at a network pharmacy (an affiliated pharmacy). 	You pay \$33 for generic drugs and \$45 for brand-name drugs.	You pay \$20 for generic drugs and \$47 for brand-name drugs.
Outpatient diagnostic tests and therapeutic services <ul style="list-style-type: none"> Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. Interventional radiology. 	You pay \$75 per procedure.	You pay \$100 per procedure.
<ul style="list-style-type: none"> Radiation therapy. 	You pay \$30 per procedure.	You pay \$40 per procedure.
Outpatient surgery	You pay \$200 per visit.	You pay \$225 per visit.

Cost	2015 (this year)	2016 (next year)
Skilled nursing facility care Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.	Per benefit period, you pay: <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$120 per day, for days 21–100. 	Per benefit period, you pay: <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$150 per day, for days 21–100.
Specialty and urgent care	You pay \$30 per visit.	You pay \$40 per visit.

Section 1.6. Changes to Part D prescription drug coverage

Changes to our Drug List

Our list of covered drugs is called a formulary, or Drug List (**Kaiser Permanente 2016 Abridged Formulary**). A copy of our Drug List is in this envelope. The Drug List we included in this envelope includes many—but not all—of the drugs that we will cover next year. If you don't see your drug on this list, it might still be covered. You can get the complete Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) by calling Member Services (see the back cover) or visiting our website (kp.org/seniormedrx).

We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.

If you are affected by a change in drug coverage, you can:

- Work with your doctor (or other prescriber) and ask the plan to make an exception to cover the drug.
 - ♦ To learn what you must do to ask for an exception, see Chapter 9 of your **Evidence of Coverage**, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)" or call Member Services.
- Work with your doctor (or other prescriber) to find a different drug that we cover. You can call Member Services to ask for a list of covered drugs that treat the same medical condition.

In some situations, we are required to cover a one-time, temporary supply of a non-formulary drug in the first 90 days of coverage or the plan year. (To learn more about when you can get a temporary supply and how to ask for one, see Chapter 5, Section 5.2, of the **Evidence of Coverage**.) During the time when you are getting a temporary supply of a drug, you should talk with your doctor to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug.

Because our formulary includes all drugs that can be covered under a Medicare Part D prescription drug plan, it is not likely that we made a formulary exception for you during

2015 to cover a drug that is not on our Drug List. However, in the rare case that we did make a formulary exception during 2015, the exception may continue into 2016 as long as your network provider continues to prescribe the drug for you.

Changes to prescription drug costs

Note: If you are in a program that helps pay for your drugs ("Extra Help"), the information about costs for Part D prescription drugs does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also called the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug costs. If you get "Extra Help" and haven't received this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are in Section 7.1 of this booklet.

There are four "drug payment stages." How much you pay for a Part D drug depends on which drug payment stage you are in. (You can look in Chapter 6, Section 2, of your **Evidence of Coverage** for more information about the stages.)

The information below shows the changes for next year to the first two stages—the Yearly Deductible Stage and the Initial Coverage Stage. (Most members do not reach the other two stages—the Coverage Gap Stage or the Catastrophic Coverage Stage. To get information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in the attached **Evidence of Coverage**.)

Changes to the Deductible Stage

Stage	2015 (this year)	2016 (next year)
Stage 1: Yearly Deductible Stage	Because we have no deductible, this payment stage does not apply to you.	Because we have no deductible, this payment stage does not apply to you.

Changes to your cost-sharing in the Initial Coverage Stage

To learn how copayments and coinsurance work, look at Chapter 6, Section 1.2, "Types of out-of-pocket costs you may pay for covered drugs," in your **Evidence of Coverage**.

Stage	2015 (this year)	2016 (next year)
Stage 2: Initial Coverage Stage During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost.	Your cost for a one-month supply filled at a network pharmacy: Tier 1 – Preferred generic drugs: <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$7 per prescription. 	Your cost for a one-month supply filled at a network pharmacy: Tier 1 – Preferred generic drugs: <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$7 per prescription.

Stage	2015 (this year)	2016 (next year)
<p>The costs in this row are for a one-month (30-day) supply when you fill your prescription at a network pharmacy. For information about the costs for a long-term supply or for mail-order prescriptions, look in Chapter 6, Section 5, of your Evidence of Coverage.</p> <p>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</p>	<ul style="list-style-type: none"> • Standard cost-sharing: You pay \$10 per prescription. <p>Tier 2 – Nonpreferred generic drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$30 per prescription. • Standard cost-sharing: You pay \$33 per prescription. <p>Tier 3 – Preferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$40 per prescription. • Standard cost-sharing: You pay \$45 per prescription. <p>Tier 4 – Nonpreferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$90 per prescription. • Standard cost-sharing: You pay \$95 per prescription. <p>Tier 5 – Specialty-tier drugs:</p> <ul style="list-style-type: none"> • You pay 33% of the total cost per prescription. <p>Tier 6 – Injectable Part D vaccines:</p> <ul style="list-style-type: none"> • You pay \$0 per prescription. <p>Once your total drug costs have reached \$2,960, you will move to the next stage (the Coverage Gap Stage).</p>	<ul style="list-style-type: none"> • Standard cost-sharing: You pay \$10 per prescription. <p>Tier 2 – Generic drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$15 per prescription. • Standard cost-sharing: You pay \$20 per prescription. <p>Tier 3 – Preferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$42 per prescription. • Standard cost-sharing: You pay \$47 per prescription. <p>Tier 4 – Nonpreferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$95 per prescription. • Standard cost-sharing: You pay \$100 per prescription. <p>Tier 5 – Specialty-tier drugs:</p> <ul style="list-style-type: none"> • You pay 33% of the total cost per prescription. <p>Tier 6 – Injectable Part D vaccines:</p> <ul style="list-style-type: none"> • You pay \$0 per prescription. <p>Once your total drug costs have reached \$3,310, you will move to the next stage (the Coverage Gap Stage).</p>

Changes to the Coverage Gap and Catastrophic Coverage Stages

The other two drug coverage stages—the Coverage Gap Stage and the Catastrophic Coverage Stage—are for people with high drug costs. Most members do not reach the Coverage Gap Stage or the Catastrophic Coverage Stage. For information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in your **Evidence of Coverage**.

Section 2. Other changes

Process	2015 (this year)	2016 (next year)
Quantity limits on Medicare Part D drugs	We may limit the amount of the supply we will dispense of a Medicare Part D drug to less than a 30-day supply when the prescribed amount is greater.	Not applicable.

Section 3. Deciding which plan to choose

Section 3.1. If you want to stay in our plan

To stay in our plan you don't need to do anything. If you do not sign up for a different Cost plan or change to Original Medicare by December 31, you will automatically stay enrolled as a member of our plan for 2016.

Section 3.2. If you want to change plans

We hope to keep you as a member next year, but if you want to change for 2016, follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan.
- Or you can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan, if you don't already have one, and whether to buy a Medicare supplement (Medigap) policy.

To learn more about Original Medicare and the different types of Medicare plans, read **Medicare & You 2016**, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <http://www.medicare.gov> and click "Find health & drug plans." Here, you can find information about costs, coverage, and quality ratings for Medicare plans.

As a reminder, Kaiser Permanente offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

Step 2: Change your coverage

- To change to a different Medicare health plan, enroll in the new plan. You will automatically be disenrolled from our plan.

- To add a Medicare prescription drug plan or change to a different drug plan, enroll in the new drug plan. You will continue to receive your medical benefits from our plan.
- To change to Original Medicare with a prescription drug plan, you must enroll in the new drug plan and ask to be disenrolled from our plan. Enrolling in the new drug plan will not automatically disenroll you from our plan. To disenroll from our plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.
- To change to Original Medicare without a prescription drug plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**.

Section 4. Deadline for changing plans

If you want to change to a different type of plan, like a Medicare Advantage plan, or make a change to your prescription drug coverage for next year, you can do it from October 15 until December 7. The change will take effect on January 1, 2016.

If you want to change to a different Cost plan, you can do so anytime the plan is accepting members. The new plan will let you know when the change will take effect.

If you want to disenroll from our plan and have Original Medicare for next year, you can make the change up to December 31. The change will take effect on January 1, 2016.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. For example, people with Medicaid, those who get "Extra Help" paying for their drugs, and those who move out of the service area are allowed to make a change at other times of the year. For more information, see Chapter 10, Section 2.3, of the **Evidence of Coverage**.

Section 5. Programs that offer free counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called Health Insurance Counseling Project.
- In Maryland, the SHIP is called Maryland Department of Aging.
- In Virginia, the SHIP is called Virginia Insurance Counseling and Assistance Program.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. SHIP counselors can help you with

your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHIP at:

- Health Insurance Counseling Project (District of Columbia's SHIP): **202-994-6272** (TTY **202-994-6656**)
- Maryland Department of Aging: **410-767-1100** or toll-free **1-800-243-3425** (TTY **711**)
- Virginia Insurance Counseling and Assistance Program: **804-662-9333** or toll-free **1-800-552-3402** (TTY **711**)

Section 6. Programs that help pay for prescription drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **"Extra Help" from Medicare.** People with limited incomes may qualify for "Extra Help" to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don't even know it. To see if you qualify, call:
 - ♦ **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day/7 days a week;
 - ♦ The Social Security office at **1-800-772-1213** between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call, **1-800-325-0778** (applications); or
 - ♦ Your state Medicaid office (applications).
- **Help from your state's pharmaceutical assistance program.** Maryland has a program called Maryland Senior Prescription Drug Assistance Program (SPDAP) and Virginia has a program called Virginia HIV SPAP that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Section 5 of this booklet).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

Section 7. Questions?

Section 7.1. Getting help from our plan

Questions? We're here to help. Please call Member Services at **1-888-777-5536**. (TTY only, call **711**.) We are available for phone calls seven days a week, 8 a.m. to 8 p.m. Calls to these numbers are free.

Read your 2016 Evidence of Coverage (it has details about next year's benefits and costs)

This **Annual Notice of Changes** gives you a summary of changes in your benefits and costs for 2016. For details, look in the 2016 **Evidence of Coverage** for our plan. The **Evidence of Coverage** is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the **Evidence of Coverage** is included in this booklet.

Visit our website

You can also visit our website at **kp.org**. As a reminder, our website has the most up-to-date information about our provider network (**Provider Directory**) and our list of covered drugs (**Kaiser Permanente 2016 Comprehensive Formulary**).

Section 7.2. Getting help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Visit the Medicare website

You can visit the Medicare website (**<http://www.medicare.gov>**). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to **<http://www.medicare.gov>** and click on "Find health & drug plans.")

Read Medicare & You 2016

You can read the **Medicare & You 2016** handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (**<http://www.medicare.gov>**) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Annual Notice of Changes for 2016

You are currently enrolled as a member of Kaiser Permanente Medicare Plus Standard w/Part D (B Only). Next year, there will be some changes to our plan's costs and benefits. This booklet tells about the changes.

If you wish to enroll in a Medicare Advantage health plan or Medicare prescription drug plan, you have from October 15 until December 7 to make changes to your Medicare coverage for next year.

Additional Resources

Member Services has free language interpreter services available for non-English speakers (phone numbers are in Section 7.1 of this booklet).

This information is available in a different format for the visually impaired by calling Member Services.

About Kaiser Permanente Medicare Plus Standard w/Part D (B Only)

Kaiser Permanente is a Cost plan with a Medicare contract.
Enrollment in Kaiser Permanente depends on contract renewal.

When this booklet says "we," "us," or "our," it means Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Think about your Medicare coverage for next year

You are currently enrolled in a Medicare Cost plan, which allows you to enroll or switch Cost plans at any time the plan is accepting members. You can disenroll from a Medicare Cost plan at any time and go back to Original Medicare. However, if you want to switch to a different type of plan, like a Medicare Advantage plan, or make a change to your Medicare prescription drug coverage, there are only certain times when you can make changes. Each fall, Medicare allows you to change your Medicare Advantage and Medicare drug coverage during the Annual Enrollment Period. It's important to review your coverage now to make sure it will meet your needs next year.

Important things to do:

- Check the changes to our benefits and costs to see if they affect you.** Do the changes affect the services you use? It is important to review benefit and cost changes to make sure they will work for you next year. Look in Section 1 for information about benefit and cost changes for our plan.
- Check the changes to our prescription drug coverage to see if they affect you.** Will your drugs be covered? Are they in a different tier? Can you continue to use the same pharmacies? It is important to review the changes to make sure our drug coverage will work for you next year. Look in Sections 1.6 and 2 for information about changes to our drug coverage.
- Check to see if your doctors and other providers will be in our network next year.** Are your doctors in our network? What about the hospitals or other providers you use? Look in Section 1.3 for information about our **Provider Directory**.
- Think about your overall health care costs.** How much will you spend out-of-pocket for the services and prescription drugs you use regularly? How much will you spend on your premium? How do the total costs compare to other Medicare coverage options?
- Think about whether you are happy with our plan.**

If you decide to stay with our plan:

If you want to stay with us next year, it's easy—you don't need to do anything.

If you decide to change plans:

If you decide other Cost plan coverage will better meet your needs, you can switch Cost plans anytime the plan is accepting members. If you decide a Medicare health plan other than a Cost plan will better meet your needs, you can switch plans between October 15 and December 7. If you enroll in a new plan, your new coverage will begin on January 1, 2016. Look in Section 3.2 to learn more about your choices.

Summary of important costs for 2016

The table below compares the 2015 costs and 2016 costs for our plan in several important areas. Please note this is only a summary of changes. It is important to read the rest of this **Annual Notice of Changes** and review the attached **Evidence of Coverage** to see if other benefit or cost changes affect you.

Cost	2015 (this year)	2016 (next year)
Monthly plan premium* *Your premium may be higher or lower than this amount. See Section 1.1 for details.	\$386	\$396
Maximum out-of-pocket amount This is the most you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	\$3,400	\$5,500
Doctor office visits	Primary care visits: \$20 per visit. Specialist visits: \$30 per visit.	Primary care visits: \$20 per visit. Specialist visits: \$40 per visit.
Inpatient hospital stays Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	\$600 per benefit period.	\$675 per benefit period.
Part D prescription drug coverage (See Section 1.6 for details.)	Preferred cost-sharing during the Initial Coverage Stage (up to a 30-day supply):	
	Drug Tier 1: \$7 Drug Tier 2: \$18 Drug Tier 3: \$40 Drug Tier 4: \$90 Drug Tier 5: 33% Drug Tier 6: \$0	Drug Tier 1: \$7 Drug Tier 2: \$15 Drug Tier 3: \$42 Drug Tier 4: \$95 Drug Tier 5: 33% Drug Tier 6: \$0

Annual Notice of Changes for 2016

Table of Contents

Think about your Medicare coverage for next year.....	1
Summary of important costs for 2016.....	2
Section 1. Changes to benefits and costs for next year	4
Section 1.1. Changes to the monthly premium.....	4
Section 1.2. Changes to your maximum out-of-pocket amount	4
Section 1.3. Changes to the provider network	5
Section 1.4. Changes to the pharmacy network.....	5
Section 1.5. Changes to benefits and costs for medical services	5
Section 1.6. Changes to Part D prescription drug coverage	7
Section 2. Other changes	10
Section 3. Deciding which plan to choose.....	10
Section 3.1. If you want to stay in our plan	10
Section 3.2. If you want to change plans	10
Section 4. Deadline for changing plans	11
Section 5. Programs that offer free counseling about Medicare.....	11
Section 6. Programs that help pay for prescription drugs	12
Section 7. Questions?.....	13
Section 7.1. Getting help from our plan.....	13
Section 7.2. Getting help from Medicare.....	13

Section 1. Changes to benefits and costs for next year

Section 1.1. Changes to the monthly premium

Cost	2015 (this year)	2016 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	\$386	\$396

- Your monthly plan premium will be more if you are required to pay a late enrollment penalty.
- If you have a higher income, you may have to pay an additional amount each month directly to the government for your Medicare prescription drug coverage.
- Your monthly plan premium will be less if you are receiving "Extra Help" with your prescription drug costs.

Section 1.2. Changes to your maximum out-of-pocket amount

To protect you, Medicare requires all health plans to limit how much you pay "out-of-pocket" during the year. This limit is called the "maximum out-of-pocket amount." Once you reach this amount, you generally pay nothing for covered Part A and Part B services (and other health care services not covered by Medicare as described in Chapter 4 of the **Evidence of Coverage**) for the rest of the year.

Cost	2015 (this year)	2016 (next year)
Maximum out-of-pocket amount Your costs for covered medical services (such as copayments) count toward your maximum out-of-pocket amount. Your plan premium and your costs for prescription drugs do not count toward your maximum out-of-pocket amount.	\$3,400	\$5,500 Once you have paid \$5,500 out-of-pocket for covered Part A and Part B services (and certain health care services not covered by Medicare), you will pay nothing for these covered services for the rest of the calendar year.

Section 1.3. Changes to the provider network

There are changes to our network of providers for next year. An updated **Provider Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Provider Directory**. Please review the 2016 **Provider Directory** to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.

It is important that you know that we may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

Section 1.4. Changes to the pharmacy network

Amounts you pay for your prescription drugs may depend on which pharmacy you use. Medicare drug plans have a network of pharmacies. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies. Our network includes pharmacies with preferred cost-sharing, which may offer you lower cost-sharing than the standard cost-sharing offered by other pharmacies within the network.

There are changes to our network of pharmacies for next year. An updated **Pharmacy Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Pharmacy Directory**. Please review the 2016 **Pharmacy Directory** to see which pharmacies are in our network.

Section 1.5. Changes to benefits and costs for medical services

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," in your 2016 **Evidence of Coverage**.

Cost	2015 (this year)	2016 (next year)
Ambulance services	You pay \$175 per one-way trip.	You pay \$225 per one-way trip.
Emergency Department visits	You pay \$65 per visit.	You pay \$75 per visit.
Inpatient hospital care Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.	You pay \$600 per benefit period.	You pay \$675 per benefit period.
Medicare Part B drugs		
<ul style="list-style-type: none"> Up to a 30-day supply at a network pharmacy (at a Kaiser Permanente pharmacy or through mail order service). 	You pay \$18 for generic drugs and \$40 for brand-name drugs.	You pay \$15 for generic drugs and \$42 for brand-name drugs.
<ul style="list-style-type: none"> Up to a 30-day supply at a network pharmacy (an affiliated pharmacy). 	You pay \$33 for generic drugs and \$45 for brand-name drugs.	You pay \$20 for generic drugs and \$47 for brand-name drugs.
Outpatient diagnostic tests and therapeutic services		
<ul style="list-style-type: none"> Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. Interventional radiology. 	You pay \$75 per procedure.	You pay \$100 per procedure.
<ul style="list-style-type: none"> Radiation therapy. 	You pay \$30 per procedure.	You pay \$40 per procedure.
Outpatient surgery	You pay \$200 per visit.	You pay \$225 per visit.

Cost	2015 (this year)	2016 (next year)
Skilled nursing facility care Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.	Per benefit period, you pay: <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$120 per day, for days 21–100. 	Per benefit period, you pay: <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$150 per day, for days 21–100.
Specialty and urgent care	You pay \$30 per visit.	You pay \$40 per visit.

Section 1.6. Changes to Part D prescription drug coverage

Changes to our Drug List

Our list of covered drugs is called a formulary, or Drug List (**Kaiser Permanente 2016 Abridged Formulary**). A copy of our Drug List is in this envelope. The Drug List we included in this envelope includes many—but not all—of the drugs that we will cover next year. If you don't see your drug on this list, it might still be covered. You can get the complete Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) by calling Member Services (see the back cover) or visiting our website (kp.org/seniormedrx).

We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.

If you are affected by a change in drug coverage, you can:

- Work with your doctor (or other prescriber) and ask the plan to make an exception to cover the drug.
 - ♦ To learn what you must do to ask for an exception, see Chapter 9 of your **Evidence of Coverage**, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)" or call Member Services.
- Work with your doctor (or other prescriber) to find a different drug that we cover. You can call Member Services to ask for a list of covered drugs that treat the same medical condition.

In some situations, we are required to cover a one-time, temporary supply of a non-formulary drug in the first 90 days of coverage or the plan year. (To learn more about when you can get a temporary supply and how to ask for one, see Chapter 5, Section 5.2, of the **Evidence of Coverage**.) During the time when you are getting a temporary supply of a drug, you should talk with your doctor to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug.

Because our formulary includes all drugs that can be covered under a Medicare Part D prescription drug plan, it is not likely that we made a formulary exception for you during

2015 to cover a drug that is not on our Drug List. However, in the rare case that we did make a formulary exception during 2015, the exception may continue into 2016 as long as your network provider continues to prescribe the drug for you.

Changes to prescription drug costs

Note: If you are in a program that helps pay for your drugs ("Extra Help"), the information about costs for Part D prescription drugs does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also called the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug costs. If you get "Extra Help" and haven't received this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are in Section 7.1 of this booklet.

There are four "drug payment stages." How much you pay for a Part D drug depends on which drug payment stage you are in. (You can look in Chapter 6, Section 2, of your **Evidence of Coverage** for more information about the stages.)

The information below shows the changes for next year to the first two stages—the Yearly Deductible Stage and the Initial Coverage Stage. (Most members do not reach the other two stages—the Coverage Gap Stage or the Catastrophic Coverage Stage. To get information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in the attached **Evidence of Coverage**.)

Changes to the Deductible Stage

Stage	2015 (this year)	2016 (next year)
Stage 1: Yearly Deductible Stage	Because we have no deductible, this payment stage does not apply to you.	Because we have no deductible, this payment stage does not apply to you.

Changes to your cost-sharing in the Initial Coverage Stage

To learn how copayments and coinsurance work, look at Chapter 6, Section 1.2, "Types of out-of-pocket costs you may pay for covered drugs," in your **Evidence of Coverage**.

Stage	2015 (this year)	2016 (next year)
Stage 2: Initial Coverage Stage During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost.	Your cost for a one-month supply filled at a network pharmacy: Tier 1 – Preferred generic drugs: <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$7 per prescription. 	Your cost for a one-month supply filled at a network pharmacy: Tier 1 – Preferred generic drugs: <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$7 per prescription.

Stage	2015 (this year)	2016 (next year)
<p>The costs in this row are for a one-month (30-day) supply when you fill your prescription at a network pharmacy. For information about the costs for a long-term supply or for mail-order prescriptions, look in Chapter 6, Section 5, of your Evidence of Coverage.</p> <p>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</p>	<ul style="list-style-type: none"> • Standard cost-sharing: You pay \$10 per prescription. <p>Tier 2 – Nonpreferred generic drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$18 per prescription. • Standard cost-sharing: You pay \$33 per prescription. <p>Tier 3 – Preferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$40 per prescription. • Standard cost-sharing: You pay \$45 per prescription. <p>Tier 4 – Nonpreferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$90 per prescription. • Standard cost-sharing: You pay \$95 per prescription. <p>Tier 5 – Specialty-tier drugs:</p> <ul style="list-style-type: none"> • You pay 33% of the total cost per prescription. <p>Tier 6 – Injectable Part D vaccines:</p> <ul style="list-style-type: none"> • You pay \$0 per prescription. <p>Once your total drug costs have reached \$2,960, you will move to the next stage (the Coverage Gap Stage).</p>	<ul style="list-style-type: none"> • Standard cost-sharing: You pay \$10 per prescription. <p>Tier 2 – Generic drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$15 per prescription. • Standard cost-sharing: You pay \$20 per prescription. <p>Tier 3 – Preferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$42 per prescription. • Standard cost-sharing: You pay \$47 per prescription. <p>Tier 4 – Nonpreferred brand-name drugs:</p> <ul style="list-style-type: none"> • Preferred cost-sharing: You pay \$95 per prescription. • Standard cost-sharing: You pay \$100 per prescription. <p>Tier 5 – Specialty-tier drugs:</p> <ul style="list-style-type: none"> • You pay 33% of the total cost per prescription. <p>Tier 6 – Injectable Part D vaccines:</p> <ul style="list-style-type: none"> • You pay \$0 per prescription. <p>Once your total drug costs have reached \$3,310, you will move to the next stage (the Coverage Gap Stage).</p>

Changes to the Coverage Gap and Catastrophic Coverage Stages

The other two drug coverage stages—the Coverage Gap Stage and the Catastrophic Coverage Stage—are for people with high drug costs. Most members do not reach the Coverage Gap Stage or the Catastrophic Coverage Stage. For information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in your **Evidence of Coverage**.

Section 2. Other changes

Process	2015 (this year)	2016 (next year)
Quantity limits on Medicare Part D drugs	We may limit the amount of the supply we will dispense of a Medicare Part D drug to less than a 30-day supply when the prescribed amount is greater.	Not applicable.

Section 3. Deciding which plan to choose

Section 3.1. If you want to stay in our plan

To stay in our plan you don't need to do anything. If you do not sign up for a different Cost plan or change to Original Medicare by December 31, you will automatically stay enrolled as a member of our plan for 2016.

Section 3.2. If you want to change plans

We hope to keep you as a member next year, but if you want to change for 2016, follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan.
- Or you can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan, if you don't already have one, and whether to buy a Medicare supplement (Medigap) policy.

To learn more about Original Medicare and the different types of Medicare plans, read **Medicare & You 2016**, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <http://www.medicare.gov> and click "Find health & drug plans." Here, you can find information about costs, coverage, and quality ratings for Medicare plans.

As a reminder, Kaiser Permanente offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

Step 2: Change your coverage

- To change to a different Medicare health plan, enroll in the new plan. You will automatically be disenrolled from our plan.

- To add a Medicare prescription drug plan or change to a different drug plan, enroll in the new drug plan. You will continue to receive your medical benefits from our plan.
- To change to Original Medicare with a prescription drug plan, you must enroll in the new drug plan and ask to be disenrolled from our plan. Enrolling in the new drug plan will not automatically disenroll you from our plan. To disenroll from our plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.
- To change to Original Medicare without a prescription drug plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**.

Section 4. Deadline for changing plans

If you want to change to a different type of plan, like a Medicare Advantage plan, or make a change to your prescription drug coverage for next year, you can do it from October 15 until December 7. The change will take effect on January 1, 2016.

If you want to change to a different Cost plan, you can do so anytime the plan is accepting members. The new plan will let you know when the change will take effect.

If you want to disenroll from our plan and have Original Medicare for next year, you can make the change up to December 31. The change will take effect on January 1, 2016.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. For example, people with Medicaid, those who get "Extra Help" paying for their drugs, and those who move out of the service area are allowed to make a change at other times of the year. For more information, see Chapter 10, Section 2.3, of the **Evidence of Coverage**.

Section 5. Programs that offer free counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called Health Insurance Counseling Project.
- In Maryland, the SHIP is called Maryland Department of Aging.
- In Virginia, the SHIP is called Virginia Insurance Counseling and Assistance Program.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. SHIP counselors can help you with

your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHIP at:

- Health Insurance Counseling Project (District of Columbia's SHIP): **202-994-6272** (TTY **202-994-6656**)
- Maryland Department of Aging: **410-767-1100** or toll-free **1-800-243-3425** (TTY **711**)
- Virginia Insurance Counseling and Assistance Program: **804-662-9333** or toll-free **1-800-552-3402** (TTY **711**)

Section 6. Programs that help pay for prescription drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **"Extra Help" from Medicare.** People with limited incomes may qualify for "Extra Help" to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don't even know it. To see if you qualify, call:
 - ◆ **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day/7 days a week;
 - ◆ The Social Security office at **1-800-772-1213** between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call, **1-800-325-0778** (applications); or
 - ◆ Your state Medicaid office (applications).
- **Help from your state's pharmaceutical assistance program.** Maryland has a program called Maryland Senior Prescription Drug Assistance Program (SPDAP) and Virginia has a program called Virginia HIV SPAP that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Section 5 of this booklet).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

Section 7. Questions?

Section 7.1. Getting help from our plan

Questions? We're here to help. Please call Member Services at **1-888-777-5536**. (TTY only, call **711**.) We are available for phone calls seven days a week, 8 a.m. to 8 p.m. Calls to these numbers are free.

Read your 2016 Evidence of Coverage (it has details about next year's benefits and costs)

This **Annual Notice of Changes** gives you a summary of changes in your benefits and costs for 2016. For details, look in the 2016 **Evidence of Coverage** for our plan. The **Evidence of Coverage** is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the **Evidence of Coverage** is included in this booklet.

Visit our website

You can also visit our website at **kp.org**. As a reminder, our website has the most up-to-date information about our provider network (**Provider Directory**) and our list of covered drugs (**Kaiser Permanente 2016 Comprehensive Formulary**).

Section 7.2. Getting help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Visit the Medicare website

You can visit the Medicare website (**<http://www.medicare.gov>**). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to **<http://www.medicare.gov>** and click on "Find health & drug plans.")

Read Medicare & You 2016

You can read the **Medicare & You 2016** handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (**<http://www.medicare.gov>**) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Annual Notice of Changes for 2016

You are currently enrolled as a member of Kaiser Permanente Medicare Plus Basic w/o D (AB). Next year, there will be some changes to our plan's costs and benefits. This booklet tells about the changes.

If you wish to enroll in a Medicare Advantage health plan or Medicare prescription drug plan, you have from October 15 until December 7 to make changes to your Medicare coverage for next year.

Additional Resources

Member Services has free language interpreter services available for non-English speakers (phone numbers are in Section 6.1 of this booklet).

This information is available in a different format for the visually impaired by calling Member Services.

About Kaiser Permanente Medicare Plus Basic w/o D (AB)

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

When this booklet says "we," "us," or "our," it means Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Think about your Medicare coverage for next year

You are currently enrolled in a Medicare Cost plan, which allows you to enroll or switch Cost plans at any time the plan is accepting members. You can disenroll from a Medicare Cost plan at any time and go back to Original Medicare. However, if you want to switch to a different type of plan, like a Medicare Advantage plan, or make a change to your Medicare prescription drug coverage, there are only certain times when you can make changes. Each fall, Medicare allows you to change your Medicare Advantage and Medicare drug coverage during the Annual Enrollment Period. It's important to review your coverage now to make sure it will meet your needs next year.

Important things to do:

- Check the changes to our benefits and costs to see if they affect you.** Do the changes affect the services you use? It is important to review benefit and cost changes to make sure they will work for you next year. Look in Section 1 for information about benefit and cost changes for our plan.
- Check to see if your doctors and other providers will be in our network next year.** Are your doctors in our network? What about the hospitals or other providers you use? Look in Section 1.3 for information about our **Provider Directory**.
- Think about your overall health care costs.** How much will you spend out-of-pocket for the services and prescription drugs you use regularly? How much will you spend on your premium? How do the total costs compare to other Medicare coverage options?
- Think about whether you are happy with our plan.**

If you decide to stay with our plan:

If you want to stay with us next year, it's easy—you don't need to do anything.

If you decide to change plans:

If you decide other Cost plan coverage will better meet your needs, you can switch Cost plans anytime the plan is accepting members. If you decide a Medicare health plan other than a Cost plan will better meet your needs, you can switch plans between October 15 and December 7. If you enroll in a new plan, your new coverage will begin on January 1, 2016. Look in Section 2.2 to learn more about your choices.

Summary of important costs for 2016

The table below compares the 2015 costs and 2016 costs for our plan in several important areas. Please note this is only a summary of changes. It is important to read the rest of this **Annual Notice of Changes** and review the attached **Evidence of Coverage** to see if other benefit or cost changes affect you.

Cost	2015 (this year)	2016 (next year)
Monthly plan premium	\$0	\$0
Maximum out-of-pocket amount This is the most you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	\$3,400	\$6,700
Doctor office visits	Primary care visits: \$30 per visit. Specialist visits: \$50 per visit.	Primary care visits: \$35 per visit. Specialist visits: \$50 per visit.
Inpatient hospital stays Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	\$1,100 for up to 90 days per benefit period.	\$1,260 for up to 90 days per benefit period.

Annual Notice of Changes for 2016

Table of Contents

Think about your Medicare coverage for next year.....	1
Summary of important costs for 2016.....	2
Section 1. Changes to benefits and costs for next year	4
Section 1.1. Changes to the monthly premium.....	4
Section 1.2. Changes to your maximum out-of-pocket amount	4
Section 1.3. Changes to the provider network	4
Section 1.4. Changes to benefits and costs for medical services	5
Section 2. Deciding which plan to choose.....	6
Section 2.1. If you want to stay in our plan	6
Section 2.2. If you want to change plans	6
Section 3. Deadline for changing plans	7
Section 4. Programs that offer free counseling about Medicare.....	7
Section 5. Programs that help pay for prescription drugs	8
Section 6. Questions?.....	9
Section 6.1. Getting help from our plan.....	9
Section 6.2. Getting help from Medicare.....	9

Section 1. Changes to benefits and costs for next year

Section 1.1. Changes to the monthly premium

Cost	2015 (this year)	2016 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	\$0	\$0

Section 1.2. Changes to your maximum out-of-pocket amount

To protect you, Medicare requires all health plans to limit how much you pay "out-of-pocket" during the year. This limit is called the "maximum out-of-pocket amount." Once you reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

Cost	2015 (this year)	2016 (next year)
Maximum out-of-pocket amount Your costs for covered medical services (such as copayments) count toward your maximum out-of-pocket amount.	\$3,400	\$6,700 Once you have paid \$6,700 out-of-pocket for covered Part A and Part B services, you will pay nothing for these covered services for the rest of the calendar year.

Section 1.3. Changes to the provider network

There are changes to our network of providers for next year. An updated **Provider Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Provider Directory**. Please review the 2016 **Provider Directory** to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.

It is important that you know that we may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.

- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

Section 1.4. Changes to benefits and costs for medical services

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," in your 2016 Evidence of Coverage.

Cost	2015 (this year)	2016 (next year)
Ambulance	You pay \$225 per one-way trip.	You pay \$375 per one-way trip.
Emergency Department visits	You pay \$65 per visit.	You pay \$75 per visit.
Inpatient hospital care	\$1,100 for up to 90 days per benefit period.	\$1,260 for up to 90 days per benefit period.
Outpatient diagnostic tests and therapeutic services		
<ul style="list-style-type: none"> • Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. • Interventional radiology. 	You pay \$125 per procedure.	You pay 20% coinsurance per procedure.
<ul style="list-style-type: none"> • Radiation therapy. 	You pay \$50 per procedure.	You pay \$60 per procedure.
Outpatient surgery	You pay \$300 per visit.	You pay \$400 per visit.
Partial hospitalization (mental health)	You pay \$30 per day.	You pay \$55 per day.

Cost	2015 (this year)	2016 (next year)
Primary care office visits Including mental health and substance abuse office visits.	You pay \$30 per visit.	You pay \$35 per visit.
Skilled nursing facility care Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.	Per benefit period, you pay: <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$140 per day, for days 21–100. 	Per benefit period, you pay: <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$160 per day, for days 21–100.
Urgent care office visits	You pay \$50 per visit.	You pay \$65 per visit.

Section 2. Deciding which plan to choose

Section 2.1. If you want to stay in our plan

To stay in our plan you don't need to do anything. If you do not sign up for a different Cost plan or change to Original Medicare by December 31, you will automatically stay enrolled as a member of our plan for 2016.

Section 2.2. If you want to change plans

We hope to keep you as a member next year, but if you want to change for 2016, follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan.
- Or you can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan, if you don't already have one, and whether to buy a Medicare supplement (Medigap) policy.

To learn more about Original Medicare and the different types of Medicare plans, read **Medicare & You 2016**, call your State Health Insurance Assistance Program (see Section 4), or call Medicare (see Section 6.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <http://www.medicare.gov> and click "Find health & drug plans." Here, you can find information about costs, coverage, and quality ratings for Medicare plans.

As a reminder, Kaiser Permanente offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

Step 2: Change your coverage

- To change to a different Medicare health plan, enroll in the new plan. You will automatically be disenrolled from our plan.
- To add a Medicare prescription drug plan or change to a different drug plan, enroll in the new drug plan. You will continue to receive your medical benefits from our plan.
- To change to Original Medicare with a prescription drug plan, you must enroll in the new drug plan and ask to be disenrolled from our plan. Enrolling in the new drug plan will not automatically disenroll you from our plan. To disenroll from our plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 6.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**.
- To change to Original Medicare without a prescription drug plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 6.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**.

Section 3. Deadline for changing plans

If you want to change to a different type of plan, like a Medicare Advantage plan, or make a change to your prescription drug coverage for next year, you can do it from October 15 until December 7. The change will take effect on January 1, 2016.

If you want to change to a different Cost plan, you can do so anytime the plan is accepting members. The new plan will let you know when the change will take effect.

If you want to disenroll from our plan and have Original Medicare for next year, you can make the change up to December 31. The change will take effect on January 1, 2016.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. For example, people with Medicaid, those who get "Extra Help" paying for their drugs, and those who move out of the service area are allowed to make a change at other times of the year. For more information, see Chapter 8, Section 2.3, of the **Evidence of Coverage**.

Section 4. Programs that offer free counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- In the District of Columbia, the SHIP is called Health Insurance Counseling Project.
- In Maryland, the SHIP is called Maryland Department of Aging.
- In Virginia, the SHIP is called Virginia Insurance Counseling and Assistance Program.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHIP at:

- Health Insurance Counseling Project (District of Columbia's SHIP): **202-994-6272** (TTY **202-994-6656**)
- Maryland Department of Aging: **410-767-1100** or toll-free **1-800-243-3425** (TTY **711**)
- Virginia Insurance Counseling and Assistance Program: **804-662-9333** or toll-free **1-800-552-3402** (TTY **711**)

Section 5. Programs that help pay for prescription drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **"Extra Help" from Medicare.** People with limited incomes may qualify for "Extra Help" to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don't even know it. To see if you qualify, call:
 - ♦ **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day/7 days a week;
 - ♦ The Social Security office at **1-800-772-1213** between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call, **1-800-325-0778** (applications); or
 - ♦ Your state Medicaid office (applications).
- **Help from your state's pharmaceutical assistance program.** Maryland has a program called Maryland Senior Prescription Drug Assistance Program (SPDAP) and Virginia has a program called Virginia HIV SPAP that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Section 4 of this booklet).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. For information on eligibility criteria, covered drugs, or how to enroll in the program, please

call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

Section 6. Questions?

Section 6.1. Getting help from our plan

Questions? We're here to help. Please call Member Services at **1-888-777-5536**. (TTY only, call **711**.) We are available for phone calls seven days a week, 8 a.m. to 8 p.m. Calls to these numbers are free.

Read your 2016 Evidence of Coverage (it has details about next year's benefits and costs)

This **Annual Notice of Changes** gives you a summary of changes in your benefits and costs for 2016. For details, look in the 2016 **Evidence of Coverage** for our plan. The **Evidence of Coverage** is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services. A copy of the **Evidence of Coverage** is included in this booklet.

Visit our website

You can also visit our website at **kp.org**. As a reminder, our website has the most up-to-date information about our provider network (**Provider Directory**).

Section 6.2. Getting help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Visit the Medicare website

You can visit the Medicare website (**<http://www.medicare.gov>**). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to **<http://www.medicare.gov>** and click on "Find health & drug plans.")

Read Medicare & You 2016

You can read the **Medicare & You** 2016 handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (**<http://www.medicare.gov>**) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Kaiser Permanente Medicare Plus High w/o D (AB) (Cost) offered
by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

Annual Notice of Changes for 2016

You are currently enrolled as a member of Kaiser Permanente Medicare Plus High w/o D (AB). Next year, there will be some changes to our plan's costs and benefits. This booklet tells about the changes.

If you wish to enroll in a Medicare Advantage health plan or Medicare prescription drug plan, you have from October 15 until December 7 to make changes to your Medicare coverage for next year.

Additional Resources

Member Services has free language interpreter services available for non-English speakers (phone numbers are in Section 6.1 of this booklet).

This information is available in a different format for the visually impaired by calling Member Services.

About Kaiser Permanente Medicare Plus High w/o D (AB)

Kaiser Permanente is a Cost plan with a Medicare contract.
Enrollment in Kaiser Permanente depends on contract renewal.

When this booklet says "we," "us," or "our," it means Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Think about your Medicare coverage for next year

You are currently enrolled in a Medicare Cost plan, which allows you to enroll or switch Cost plans at any time the plan is accepting members. You can disenroll from a Medicare Cost plan at any time and go back to Original Medicare. However, if you want to switch to a different type of plan, like a Medicare Advantage plan, or make a change to your Medicare prescription drug coverage, there are only certain times when you can make changes. Each fall, Medicare allows you to change your Medicare Advantage and Medicare drug coverage during the Annual Enrollment Period. It's important to review your coverage now to make sure it will meet your needs next year.

Important things to do:

- Check the changes to our benefits and costs to see if they affect you.** Do the changes affect the services you use? It is important to review benefit and cost changes to make sure they will work for you next year. Look in Section 1 for information about benefit and cost changes for our plan.
- Check to see if your doctors and other providers will be in our network next year.** Are your doctors in our network? What about the hospitals or other providers you use? Look in Section 1.3 for information about our **Provider Directory**.
- Think about your overall health care costs.** How much will you spend out-of-pocket for the services and prescription drugs you use regularly? How much will you spend on your premium? How do the total costs compare to other Medicare coverage options?
- Think about whether you are happy with our plan.**

If you decide to stay with our plan:

If you want to stay with us next year, it's easy—you don't need to do anything.

If you decide to change plans:

If you decide other Cost plan coverage will better meet your needs, you can switch Cost plans anytime the plan is accepting members. If you decide a Medicare health plan other than a Cost plan will better meet your needs, you can switch plans between October 15 and December 7. If you enroll in a new plan, your new coverage will begin on January 1, 2016. Look in Section 2.2 to learn more about your choices.

Summary of important costs for 2016

The table below compares the 2015 costs and 2016 costs for our plan in several important areas. Please note this is only a summary of changes. It is important to read the rest of this **Annual Notice of Changes** and review the attached **Evidence of Coverage** to see if other benefit or cost changes affect you.

Cost	2015 (this year)	2016 (next year)
Monthly plan premium	\$75	\$85
Maximum out-of-pocket amount This is the most you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	\$3,400	\$3,400
Doctor office visits	Primary care visits: \$10 per visit. Specialist visits: \$20 per visit.	Primary care visits: \$10 per visit. Specialist visits: \$20 per visit.
Inpatient hospital stays Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	\$250 per benefit period.	\$250 per benefit period.

Annual Notice of Changes for 2016

Table of Contents

Think about your Medicare coverage for next year.....	1
Summary of important costs for 2016.....	2
Section 1. Changes to benefits and costs for next year	4
Section 1.1. Changes to the monthly premium.....	4
Section 1.2. Changes to your maximum out-of-pocket amount	4
Section 1.3. Changes to the provider network	4
Section 1.4. Changes to benefits and costs for medical services	5
Section 2. Deciding which plan to choose.....	6
Section 2.1. If you want to stay in our plan	6
Section 2.2. If you want to change plans	6
Section 3. Deadline for changing plans	7
Section 4. Programs that offer free counseling about Medicare.....	7
Section 5. Programs that help pay for prescription drugs	8
Section 6. Questions?.....	9
Section 6.1. Getting help from our plan.....	9
Section 6.2. Getting help from Medicare.....	9

Section 1. Changes to benefits and costs for next year

Section 1.1. Changes to the monthly premium

Cost	2015 (this year)	2016 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	\$75	\$85

Section 1.2. Changes to your maximum out-of-pocket amount

To protect you, Medicare requires all health plans to limit how much you pay "out-of-pocket" during the year. This limit is called the "maximum out-of-pocket amount." Once you reach this amount, you generally pay nothing for covered Part A and Part B services (and other health care services not covered by Medicare as described in Chapter 4 of the **Evidence of Coverage**) for the rest of the year.

Cost	2015 (this year)	2016 (next year)
Maximum out-of-pocket amount Your costs for covered medical services (such as copayments) count toward your maximum out-of-pocket amount. Your plan premium does not count toward your maximum out-of-pocket amount.	\$3,400	\$3,400 Once you have paid \$3,400 out-of-pocket for covered Part A and Part B services (and certain health care services not covered by Medicare), you will pay nothing for these covered services for the rest of the calendar year.

Section 1.3. Changes to the provider network

There are changes to our network of providers for next year. An updated **Provider Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Provider Directory**. Please review the 2016 **Provider Directory** to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.

It is important that you know that we may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your

provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

Section 1.4. Changes to benefits and costs for medical services

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," in your 2016 Evidence of Coverage.

Cost	2015 (this year)	2016 (next year)
Ambulance	You pay \$125 per one-way trip.	You pay \$150 per one-way trip.
Emergency Department visits	You pay \$65 per visit.	You pay \$75 per visit.
Medicare Part B drugs		
<ul style="list-style-type: none"> • Up to a 30-day supply at a network pharmacy (at a Kaiser Permanente pharmacy or through mail order service). 	You pay \$10 for generic drugs and \$40 for brand-name drugs.	You pay \$15 for generic drugs and \$42 for brand-name drugs.
<ul style="list-style-type: none"> • Up to a 30-day supply at a network pharmacy (an affiliated pharmacy). 	You pay \$33 for generic drugs and \$45 for brand-name drugs.	You pay \$20 for generic drugs and \$47 for brand-name drugs.
Outpatient surgery	You pay \$125 per visit.	You pay \$150 per visit.

Cost	2015 (this year)	2016 (next year)
<p>Skilled nursing facility care</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>	<p>Per benefit period, you pay:</p> <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$98 per day, for days 21–100. 	<p>Per benefit period, you pay:</p> <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$110 per day, for days 21–100.

Section 2. Deciding which plan to choose

Section 2.1. If you want to stay in our plan

To stay in our plan you don't need to do anything. If you do not sign up for a different Cost plan or change to Original Medicare by December 31, you will automatically stay enrolled as a member of our plan for 2016.

Section 2.2. If you want to change plans

We hope to keep you as a member next year, but if you want to change for 2016, follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan.
- Or you can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan, if you don't already have one, and whether to buy a Medicare supplement (Medigap) policy.

To learn more about Original Medicare and the different types of Medicare plans, read **Medicare & You 2016**, call your State Health Insurance Assistance Program (see Section 4), or call Medicare (see Section 6.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <http://www.medicare.gov> and click "Find health & drug plans." Here, you can find information about costs, coverage, and quality ratings for Medicare plans.

As a reminder, Kaiser Permanente offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

Step 2: Change your coverage

- To change to a different Medicare health plan, enroll in the new plan. You will automatically be disenrolled from our plan.

- To add a Medicare prescription drug plan or change to a different drug plan, enroll in the new drug plan. You will continue to receive your medical benefits from our plan.
- To change to Original Medicare with a prescription drug plan, you must enroll in the new drug plan and ask to be disenrolled from our plan. Enrolling in the new drug plan will not automatically disenroll you from our plan. To disenroll from our plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 6.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**.
- To change to Original Medicare without a prescription drug plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 6.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**.

Section 3. Deadline for changing plans

If you want to change to a different type of plan, like a Medicare Advantage plan, or make a change to your prescription drug coverage for next year, you can do it from October 15 until December 7. The change will take effect on January 1, 2016.

If you want to change to a different Cost plan, you can do so anytime the plan is accepting members. The new plan will let you know when the change will take effect.

If you want to disenroll from our plan and have Original Medicare for next year, you can make the change up to December 31. The change will take effect on January 1, 2016.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. For example, people with Medicaid, those who get "Extra Help" paying for their drugs, and those who move out of the service area are allowed to make a change at other times of the year. For more information, see Chapter 8, Section 2.3, of the **Evidence of Coverage**.

Section 4. Programs that offer free counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called Health Insurance Counseling Project.
- In Maryland, the SHIP is called Maryland Department of Aging.
- In Virginia, the SHIP is called Virginia Insurance Counseling and Assistance Program.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. SHIP counselors can help you with

your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHIP at:

- Health Insurance Counseling Project (District of Columbia's SHIP): **202-994-6272** (TTY **202-994-6656**)
- Maryland Department of Aging: **410-767-1100** or toll-free **1-800-243-3425** (TTY **711**)
- Virginia Insurance Counseling and Assistance Program: **804-662-9333** or toll-free **1-800-552-3402** (TTY **711**)

Section 5. Programs that help pay for prescription drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **"Extra Help" from Medicare.** People with limited incomes may qualify for "Extra Help" to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don't even know it. To see if you qualify, call:
 - ♦ **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day/7 days a week;
 - ♦ The Social Security office at **1-800-772-1213** between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call, **1-800-325-0778** (applications); or
 - ♦ Your state Medicaid office (applications).
- **Help from your state's pharmaceutical assistance program.** Maryland has a program called Maryland Senior Prescription Drug Assistance Program (SPDAP) and Virginia has a program called Virginia HIV SPAP that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Section 4 of this booklet).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

Section 6. Questions?

Section 6.1. Getting help from our plan

Questions? We're here to help. Please call Member Services at **1-888-777-5536**. (TTY only, call **711**.) We are available for phone calls seven days a week, 8 a.m. to 8 p.m. Calls to these numbers are free.

Read your 2016 Evidence of Coverage (it has details about next year's benefits and costs)

This **Annual Notice of Changes** gives you a summary of changes in your benefits and costs for 2016. For details, look in the 2016 **Evidence of Coverage** for our plan. The **Evidence of Coverage** is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services. A copy of the **Evidence of Coverage** is included in this booklet.

Visit our website

You can also visit our website at **kp.org**. As a reminder, our website has the most up-to-date information about our provider network (**Provider Directory**).

Section 6.2. Getting help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Visit the Medicare website

You can visit the Medicare website (**<http://www.medicare.gov>**). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to **<http://www.medicare.gov>** and click on "Find health & drug plans.")

Read Medicare & You 2016

You can read the **Medicare & You** 2016 handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (**<http://www.medicare.gov>**) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Annual Notice of Changes for 2016

You are currently enrolled as a member of Kaiser Permanente Medicare Plus Std w/o D (AB). Next year, there will be some changes to our plan's costs and benefits. This booklet tells about the changes.

If you wish to enroll in a Medicare Advantage health plan or Medicare prescription drug plan, you have from October 15 until December 7 to make changes to your Medicare coverage for next year.

Additional Resources

Member Services has free language interpreter services available for non-English speakers (phone numbers are in Section 6.1 of this booklet).

This information is available in a different format for the visually impaired by calling Member Services.

About Kaiser Permanente Medicare Plus Std w/o D (AB)

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

When this booklet says "we," "us," or "our," it means Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Think about your Medicare coverage for next year

You are currently enrolled in a Medicare Cost plan, which allows you to enroll or switch Cost plans at any time the plan is accepting members. You can disenroll from a Medicare Cost plan at any time and go back to Original Medicare. However, if you want to switch to a different type of plan, like a Medicare Advantage plan, or make a change to your Medicare prescription drug coverage, there are only certain times when you can make changes. Each fall, Medicare allows you to change your Medicare Advantage and Medicare drug coverage during the Annual Enrollment Period. It's important to review your coverage now to make sure it will meet your needs next year.

Important things to do:

- Check the changes to our benefits and costs to see if they affect you.** Do the changes affect the services you use? It is important to review benefit and cost changes to make sure they will work for you next year. Look in Section 1 for information about benefit and cost changes for our plan.
- Check to see if your doctors and other providers will be in our network next year.** Are your doctors in our network? What about the hospitals or other providers you use? Look in Section 1.3 for information about our **Provider Directory**.
- Think about your overall health care costs.** How much will you spend out-of-pocket for the services and prescription drugs you use regularly? How much will you spend on your premium? How do the total costs compare to other Medicare coverage options?
- Think about whether you are happy with our plan.**

If you decide to stay with our plan:

If you want to stay with us next year, it's easy—you don't need to do anything.

If you decide to change plans:

If you decide other Cost plan coverage will better meet your needs, you can switch Cost plans anytime the plan is accepting members. If you decide a Medicare health plan other than a Cost plan will better meet your needs, you can switch plans between October 15 and December 7. If you enroll in a new plan, your new coverage will begin on January 1, 2016. Look in Section 2.2 to learn more about your choices.

Summary of important costs for 2016

The table below compares the 2015 costs and 2016 costs for our plan in several important areas. Please note this is only a summary of changes. It is important to read the rest of this **Annual Notice of Changes** and review the attached **Evidence of Coverage** to see if other benefit or cost changes affect you.

Cost	2015 (this year)	2016 (next year)
Monthly plan premium	\$15	\$15
Maximum out-of-pocket amount This is the most you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	\$3,400	\$5,500
Doctor office visits	Primary care visits: \$20 per visit. Specialist visits: \$30 per visit.	Primary care visits: \$20 per visit. Specialist visits: \$40 per visit.
Inpatient hospital stays Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	\$600 per benefit period.	\$675 per benefit period.

Annual Notice of Changes for 2016

Table of Contents

Think about your Medicare coverage for next year.....	1
Summary of important costs for 2016.....	2
Section 1. Changes to benefits and costs for next year	4
Section 1.1. Changes to the monthly premium.....	4
Section 1.2. Changes to your maximum out-of-pocket amount	4
Section 1.3. Changes to the provider network	4
Section 1.4. Changes to benefits and costs for medical services	5
Section 2. Deciding which plan to choose.....	6
Section 2.1. If you want to stay in our plan	6
Section 2.2. If you want to change plans	6
Section 3. Deadline for changing plans	7
Section 4. Programs that offer free counseling about Medicare.....	8
Section 5. Programs that help pay for prescription drugs	8
Section 6. Questions?.....	9
Section 6.1. Getting help from our plan.....	9
Section 6.2. Getting help from Medicare.....	9

Section 1. Changes to benefits and costs for next year

Section 1.1. Changes to the monthly premium

Cost	2015 (this year)	2016 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	\$15	\$15

Section 1.2. Changes to your maximum out-of-pocket amount

To protect you, Medicare requires all health plans to limit how much you pay "out-of-pocket" during the year. This limit is called the "maximum out-of-pocket amount." Once you reach this amount, you generally pay nothing for covered Part A and Part B services (and other health care services not covered by Medicare as described in Chapter 4 of the **Evidence of Coverage**) for the rest of the year.

Cost	2015 (this year)	2016 (next year)
Maximum out-of-pocket amount Your costs for covered medical services (such as copayments) count toward your maximum out-of-pocket amount. Your plan premium does not count toward your maximum out-of-pocket amount.	\$3,400	\$5,500 Once you have paid \$5,500 out-of-pocket for covered Part A and Part B services (and certain health care services not covered by Medicare), you will pay nothing for these covered services for the rest of the calendar year.

Section 1.3. Changes to the provider network

There are changes to our network of providers for next year. An updated **Provider Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Provider Directory**. Please review the 2016 **Provider Directory** to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.

It is important that you know that we may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your

provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

Section 1.4. Changes to benefits and costs for medical services

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," in your 2016 Evidence of Coverage.

Cost	2015 (this year)	2016 (next year)
Ambulance	You pay \$175 per one-way trip.	You pay \$225 per one-way trip.
Emergency Department visits	You pay \$65 per visit.	You pay \$75 per visit.
Inpatient hospital care	You pay \$600 per benefit period.	You pay \$675 per benefit period.
Medicare Part B drugs		
<ul style="list-style-type: none"> • Up to a 30-day supply at a network pharmacy (at a Kaiser Permanente pharmacy or through mail order service). 	You pay \$30 for generic drugs and \$40 for brand-name drugs.	You pay \$15 for generic drugs and \$42 for brand-name drugs.
<ul style="list-style-type: none"> • Up to a 30-day supply at a network pharmacy (an affiliated pharmacy). 	You pay \$33 for generic drugs and \$45 for brand-name drugs.	You pay \$20 for generic drugs and \$47 for brand-name drugs.

Cost	2015 (this year)	2016 (next year)
Outpatient diagnostic tests and therapeutic services <ul style="list-style-type: none"> • Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. • Interventional radiology. 	You pay \$75 per procedure.	You pay \$100 per procedure.
<ul style="list-style-type: none"> • Radiation therapy. 	You pay \$30 per procedure.	You pay \$40 per procedure.
Outpatient surgery	You pay \$200 per visit.	You pay \$225 per visit.
Skilled nursing facility care Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.	Per benefit period, you pay: <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$120 per day, for days 21–100. 	Per benefit period, you pay: <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$150 per day, for days 21–100.
Specialty and urgent care	You pay \$30 per visit.	You pay \$40 per visit.

Section 2. Deciding which plan to choose

Section 2.1. If you want to stay in our plan

To stay in our plan you don't need to do anything. If you do not sign up for a different Cost plan or change to Original Medicare by December 31, you will automatically stay enrolled as a member of our plan for 2016.

Section 2.2. If you want to change plans

We hope to keep you as a member next year, but if you want to change for 2016, follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan.
- Or you can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan, if you don't already have one, and whether to buy a Medicare supplement (Medigap) policy.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

To learn more about Original Medicare and the different types of Medicare plans, read **Medicare & You 2016**, call your State Health Insurance Assistance Program (see Section 4), or call Medicare (see Section 6.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <http://www.medicare.gov> and click "Find health & drug plans." Here, you can find information about costs, coverage, and quality ratings for Medicare plans.

As a reminder, Kaiser Permanente offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

Step 2: Change your coverage

- To change to a different Medicare health plan, enroll in the new plan. You will automatically be disenrolled from our plan.
- To add a Medicare prescription drug plan or change to a different drug plan, enroll in the new drug plan. You will continue to receive your medical benefits from our plan.
- To change to Original Medicare with a prescription drug plan, you must enroll in the new drug plan and ask to be disenrolled from our plan. Enrolling in the new drug plan will not automatically disenroll you from our plan. To disenroll from our plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 6.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**.
- To change to Original Medicare without a prescription drug plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 6.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**.

Section 3. Deadline for changing plans

If you want to change to a different type of plan, like a Medicare Advantage plan, or make a change to your prescription drug coverage for next year, you can do it from October 15 until December 7. The change will take effect on January 1, 2016.

If you want to change to a different Cost plan, you can do so anytime the plan is accepting members. The new plan will let you know when the change will take effect.

If you want to disenroll from our plan and have Original Medicare for next year, you can make the change up to December 31. The change will take effect on January 1, 2016.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. For example, people with Medicaid, those who get "Extra Help" paying for their drugs, and those who move out of

the service area are allowed to make a change at other times of the year. For more information, see Chapter 8, Section 2.3, of the **Evidence of Coverage**.

Section 4. Programs that offer free counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called Health Insurance Counseling Project.
- In Maryland, the SHIP is called Maryland Department of Aging.
- In Virginia, the SHIP is called Virginia Insurance Counseling and Assistance Program.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHIP at:

- Health Insurance Counseling Project (District of Columbia's SHIP): **202-994-6272** (TTY **202-994-6656**)
- Maryland Department of Aging: **410-767-1100** or toll-free **1-800-243-3425** (TTY **711**)
- Virginia Insurance Counseling and Assistance Program: **804-662-9333** or toll-free **1-800-552-3402** (TTY **711**)

Section 5. Programs that help pay for prescription drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **"Extra Help" from Medicare.** People with limited incomes may qualify for "Extra Help" to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don't even know it. To see if you qualify, call:
 - ♦ **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day/7 days a week;
 - ♦ The Social Security office at **1-800-772-1213** between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call, **1-800-325-0778** (applications); or
 - ♦ Your state Medicaid office (applications).
- **Help from your state's pharmaceutical assistance program.** Maryland has a program called Maryland Senior Prescription Drug Assistance Program (SPDAP) and Virginia has a program called Virginia HIV SPAP that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Section 4 of this booklet).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

Section 6. Questions?

Section 6.1. Getting help from our plan

Questions? We're here to help. Please call Member Services at **1-888-777-5536**. (TTY only, call **711**.) We are available for phone calls seven days a week, 8 a.m. to 8 p.m. Calls to these numbers are free.

Read your 2016 Evidence of Coverage (it has details about next year's benefits and costs)

This **Annual Notice of Changes** gives you a summary of changes in your benefits and costs for 2016. For details, look in the 2016 **Evidence of Coverage** for our plan. The **Evidence of Coverage** is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services. A copy of the **Evidence of Coverage** is included in this booklet.

Visit our website

You can also visit our website at **kp.org**. As a reminder, our website has the most up-to-date information about our provider network (**Provider Directory**).

Section 6.2. Getting help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Visit the Medicare website

You can visit the Medicare website (**<http://www.medicare.gov>**). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to **<http://www.medicare.gov>** and click on "Find health & drug plans.")

Read Medicare & You 2016

You can read the **Medicare & You** 2016 handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (<http://www.medicare.gov>) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Annual Notice of Changes for 2016

You are currently enrolled as a member of Kaiser Permanente Medicare Plus Basic w/o D (B Only). Next year, there will be some changes to our plan's costs and benefits. This booklet tells about the changes.

If you wish to enroll in a Medicare Advantage health plan or Medicare prescription drug plan, you have from October 15 until December 7 to make changes to your Medicare coverage for next year.

Additional Resources

Member Services has free language interpreter services available for non-English speakers (phone numbers are in Section 6.1 of this booklet).

This information is available in a different format for the visually impaired by calling Member Services.

About Kaiser Permanente Medicare Plus Basic w/o D (B Only)

Kaiser Permanente is a Cost plan with a Medicare contract.
Enrollment in Kaiser Permanente depends on contract renewal.

When this booklet says "we," "us," or "our," it means Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Think about your Medicare coverage for next year

You are currently enrolled in a Medicare Cost plan, which allows you to enroll or switch Cost plans at any time the plan is accepting members. You can disenroll from a Medicare Cost plan at any time and go back to Original Medicare. However, if you want to switch to a different type of plan, like a Medicare Advantage plan, or make a change to your Medicare prescription drug coverage, there are only certain times when you can make changes. Each fall, Medicare allows you to change your Medicare Advantage and Medicare drug coverage during the Annual Enrollment Period. It's important to review your coverage now to make sure it will meet your needs next year.

Important things to do:

- Check the changes to our benefits and costs to see if they affect you.** Do the changes affect the services you use? It is important to review benefit and cost changes to make sure they will work for you next year. Look in Section 1 for information about benefit and cost changes for our plan.
- Check to see if your doctors and other providers will be in our network next year.** Are your doctors in our network? What about the hospitals or other providers you use? Look in Section 1.3 for information about our **Provider Directory**.
- Think about your overall health care costs.** How much will you spend out-of-pocket for the services and prescription drugs you use regularly? How much will you spend on your premium? How do the total costs compare to other Medicare coverage options?
- Think about whether you are happy with our plan.**

If you decide to stay with our plan:

If you want to stay with us next year, it's easy—you don't need to do anything.

If you decide to change plans:

If you decide other Cost plan coverage will better meet your needs, you can switch Cost plans anytime the plan is accepting members. If you decide a Medicare health plan other than a Cost plan will better meet your needs, you can switch plans between October 15 and December 7. If you enroll in a new plan, your new coverage will begin on January 1, 2016. Look in Section 2.2 to learn more about your choices.

Summary of important costs for 2016

The table below compares the 2015 costs and 2016 costs for our plan in several important areas. Please note this is only a summary of changes. It is important to read the rest of this **Annual Notice of Changes** and review the attached **Evidence of Coverage** to see if other benefit or cost changes affect you.

Cost	2015 (this year)	2016 (next year)
Monthly plan premium	\$363	\$373
Maximum out-of-pocket amount This is the most you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	\$3,400	\$6,700
Doctor office visits	Primary care visits: \$30 per visit. Specialist visits: \$50 per visit.	Primary care visits: \$35 per visit. Specialist visits: \$50 per visit.
Inpatient hospital stays Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	\$1,100 for up to 90 days per benefit period.	\$1,260 for up to 90 days per benefit period.

Annual Notice of Changes for 2016

Table of Contents

Think about your Medicare coverage for next year.....	1
Summary of important costs for 2016.....	2
Section 1. Changes to benefits and costs for next year	4
Section 1.1. Changes to the monthly premium.....	4
Section 1.2. Changes to your maximum out-of-pocket amount	4
Section 1.3. Changes to the provider network	4
Section 1.4. Changes to benefits and costs for medical services	5
Section 2. Deciding which plan to choose.....	6
Section 2.1. If you want to stay in our plan	6
Section 2.2. If you want to change plans	6
Section 3. Deadline for changing plans	7
Section 4. Programs that offer free counseling about Medicare.....	7
Section 5. Programs that help pay for prescription drugs	8
Section 6. Questions?.....	9
Section 6.1. Getting help from our plan.....	9
Section 6.2. Getting help from Medicare.....	9

Section 1. Changes to benefits and costs for next year

Section 1.1. Changes to the monthly premium

Cost	2015 (this year)	2016 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	\$363	\$373

Section 1.2. Changes to your maximum out-of-pocket amount

To protect you, Medicare requires all health plans to limit how much you pay "out-of-pocket" during the year. This limit is called the "maximum out-of-pocket amount." Once you reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

Cost	2015 (this year)	2016 (next year)
Maximum out-of-pocket amount Your costs for covered medical services (such as copayments) count toward your maximum out-of-pocket amount. Your plan premium does not count toward your maximum out-of-pocket amount.	\$3,400	\$6,700 Once you have paid \$6,700 out-of-pocket for covered Part A and Part B services, you will pay nothing for these covered services for the rest of the calendar year.

Section 1.3. Changes to the provider network

There are changes to our network of providers for next year. An updated **Provider Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Provider Directory**. Please review the 2016 **Provider Directory** to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.

It is important that you know that we may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

Section 1.4. Changes to benefits and costs for medical services

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," in your 2016 Evidence of Coverage.

Cost	2015 (this year)	2016 (next year)
Ambulance	You pay \$225 per one-way trip.	You pay \$375 per one-way trip.
Emergency Department visits	You pay \$65 per visit.	You pay \$75 per visit.
Inpatient hospital care	\$1,100 for up to 90 days per benefit period.	\$1,260 for up to 90 days per benefit period.
Outpatient diagnostic tests and therapeutic services <ul style="list-style-type: none"> • Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. • Interventional radiology. 	You pay \$125 per procedure.	You pay 20% coinsurance per service.
<ul style="list-style-type: none"> • Radiation therapy. 	You pay \$50 per procedure.	You pay \$60 per procedure.
Outpatient surgery	You pay \$300 per visit.	You pay \$400 per visit.
Partial hospitalization (mental health)	You pay \$30 per day.	You pay \$55 per day.

Cost	2015 (this year)	2016 (next year)
Primary care office visits Including mental health and substance abuse office visits.	You pay \$30 per visit.	You pay \$35 per visit.
Skilled nursing facility care Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.	Per benefit period, you pay: <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$140 per day, for days 21–100. 	Per benefit period, you pay: <ul style="list-style-type: none"> • \$0 per day, for days 1–20. • \$160 per day, for days 21–100.
Urgent care office visits	You pay \$50 per visit.	You pay \$65 per visit.

Section 2. Deciding which plan to choose

Section 2.1. If you want to stay in our plan

To stay in our plan you don't need to do anything. If you do not sign up for a different Cost plan or change to Original Medicare by December 31, you will automatically stay enrolled as a member of our plan for 2016.

Section 2.2. If you want to change plans

We hope to keep you as a member next year, but if you want to change for 2016, follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan.
- Or you can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan, if you don't already have one, and whether to buy a Medicare supplement (Medigap) policy.

To learn more about Original Medicare and the different types of Medicare plans, read **Medicare & You 2016**, call your State Health Insurance Assistance Program (see Section 4), or call Medicare (see Section 6.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <http://www.medicare.gov> and click "Find health & drug plans." Here, you can find information about costs, coverage, and quality ratings for Medicare plans.

As a reminder, Kaiser Permanente offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

Step 2: Change your coverage

- To change to a different Medicare health plan, enroll in the new plan. You will automatically be disenrolled from our plan.
- To add a Medicare prescription drug plan or change to a different drug plan, enroll in the new drug plan. You will continue to receive your medical benefits from our plan.
- To change to Original Medicare with a prescription drug plan, you must enroll in the new drug plan and ask to be disenrolled from our plan. Enrolling in the new drug plan will not automatically disenroll you from our plan. To disenroll from our plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 6.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**.
- To change to Original Medicare without a prescription drug plan, you must either:
 - ◆ Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 6.1 of this booklet).
 - ◆ Or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**.

Section 3. Deadline for changing plans

If you want to change to a different type of plan, like a Medicare Advantage plan, or make a change to your prescription drug coverage for next year, you can do it from October 15 until December 7. The change will take effect on January 1, 2016.

If you want to change to a different Cost plan, you can do so anytime the plan is accepting members. The new plan will let you know when the change will take effect.

If you want to disenroll from our plan and have Original Medicare for next year, you can make the change up to December 31. The change will take effect on January 1, 2016.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. For example, people with Medicaid, those who get "Extra Help" paying for their drugs, and those who move out of the service area are allowed to make a change at other times of the year. For more information, see Chapter 8, Section 2.3, of the **Evidence of Coverage**.

Section 4. Programs that offer free counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- In the District of Columbia, the SHIP is called Health Insurance Counseling Project.
- In Maryland, the SHIP is called Maryland Department of Aging.
- In Virginia, the SHIP is called Virginia Insurance Counseling and Assistance Program.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHIP at:

- Health Insurance Counseling Project (District of Columbia's SHIP): **202-994-6272** (TTY **202-994-6656**)
- Maryland Department of Aging: **410-767-1100** or toll-free **1-800-243-3425** (TTY **711**)
- Virginia Insurance Counseling and Assistance Program: **804-662-9333** or toll-free **1-800-552-3402** (TTY **711**)

Section 5. Programs that help pay for prescription drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **"Extra Help" from Medicare.** People with limited incomes may qualify for "Extra Help" to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don't even know it. To see if you qualify, call:
 - ♦ **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day/7 days a week;
 - ♦ The Social Security office at **1-800-772-1213** between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call, **1-800-325-0778** (applications); or
 - ♦ Your state Medicaid office (applications).
- **Help from your state's pharmaceutical assistance program.** Maryland has a program called Maryland Senior Prescription Drug Assistance Program (SPDAP) and Virginia has a program called Virginia HIV SPAP that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Section 4 of this booklet).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. For information on eligibility criteria, covered drugs, or how to enroll in the program, please

call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

Section 6. Questions?

Section 6.1. Getting help from our plan

Questions? We're here to help. Please call Member Services at **1-888-777-5536**. (TTY only, call **711**.) We are available for phone calls seven days a week, 8 a.m. to 8 p.m. Calls to these numbers are free.

Read your 2016 Evidence of Coverage (it has details about next year's benefits and costs)

This **Annual Notice of Changes** gives you a summary of changes in your benefits and costs for 2016. For details, look in the 2016 **Evidence of Coverage** for our plan. The **Evidence of Coverage** is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services. A copy of the **Evidence of Coverage** is included in this booklet.

Visit our website

You can also visit our website at **kp.org**. As a reminder, our website has the most up-to-date information about our provider network (**Provider Directory**).

Section 6.2. Getting help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Visit the Medicare website

You can visit the Medicare website (**<http://www.medicare.gov>**). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to **<http://www.medicare.gov>** and click on "Find health & drug plans.")

Read Medicare & You 2016

You can read the **Medicare & You** 2016 handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (**<http://www.medicare.gov>**) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

January 1 – December 31, 2016

Evidence of Coverage

Your Medicare Health Benefits and Services and Prescription Drug Coverage as a Member of Kaiser Permanente Medicare Plus (Cost)

This booklet gives you the details about your Medicare health care and prescription drug coverage from January 1 to December 31, 2016. It explains how to get coverage for the health care services and prescription drugs you need. This is an important legal document. Please keep it in a safe place.

This plan, Kaiser Permanente Medicare Plus, is offered by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When this **Evidence of Coverage** says "we," "us," or "our," it means Health Plan. When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Member Services has free language interpreter services available for non-English speakers (phone numbers are printed on the back cover of this booklet).

This information is available in a different format for the visually impaired by calling Member Services (phone numbers are printed on the back cover of this booklet).

Benefits, formulary, pharmacy network, premium, deductible, and/or copayments/coinsurance may change on January 1, 2017.

2016 Evidence of Coverage

Table of Contents

This list of chapters and page numbers is your starting point. For more help in finding information you need, go to the first page of a chapter. You will find a detailed list of topics at the beginning of each chapter.

CHAPTER 1. Getting started as a member..... 1

Explains what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, your plan premium, your plan membership card, and keeping your membership record up-to-date.

CHAPTER 2. Important phone numbers and resources 15

Tells you how to get in touch with our plan (Medicare Plus) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), programs that help people pay for their prescription drugs, and the Railroad Retirement Board.

CHAPTER 3. Using our plan's coverage for your medical services 29

Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in our plan's network and how to get care when you have an emergency.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay) 42

Gives the details about which types of medical care are covered and *not* covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.

CHAPTER 5. Using our plan's coverage for your Part D prescription drugs..... 102

Explains rules you need to follow when you get your Part D drugs. Tells how to use our **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary** to find out which drugs are covered. Tells which kinds of drugs are *not* covered. Explains several kinds of restrictions that apply to coverage for certain drugs. Explains where to get your prescriptions filled. Tells about our plan's programs for drug safety and managing medications.

CHAPTER 6. What you pay for your Part D prescription drugs 122

Tells about the four stages of drug coverage (Deductible Stage, Initial Coverage Stage, Coverage Gap Stage, and Catastrophic Coverage Stage) and how these stages affect what you pay for your drugs. Explains the six cost-sharing tiers for your Part D drugs and tells what you must pay for a drug in each cost-sharing tier. Tells about the late enrollment penalty.

CHAPTER 7. Asking us to pay our share of a bill you have received for covered medical services or drugs 146

Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services or drugs.

CHAPTER 8. Your rights and responsibilities 152

Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.

CHAPTER 9. What to do if you have a problem or complaint (coverage decisions, appeals, and complaints) 162

Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care or prescription drugs you think are covered by our plan. This includes asking us to make exceptions to the rules or extra restrictions on your coverage for prescription drugs, and asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.
- Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.

CHAPTER 10. Ending your membership in our plan..... 211

Explains when and how you can end your membership in our plan. Explains situations in which our plan is required to end your membership.

CHAPTER 11. Legal notices 217

Includes notices about governing law and about nondiscrimination.

CHAPTER 12. Definitions of important words 223

Explains key terms used in this booklet.

AMENDMENT. "What You Need To Know" – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices

CHAPTER 1. Getting started as a member

SECTION 1. Introduction	2
Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan	2
Section 1.2 What is the Evidence of Coverage booklet about?	2
Section 1.3 Legal information about the Evidence of Coverage.....	3
SECTION 2. What makes you eligible to be a plan member?	3
Section 2.1 Your eligibility requirements	3
Section 2.2 What are Medicare Part A and Medicare Part B?	4
Section 2.3 Here is our plan service area for Medicare Plus.....	4
SECTION 3. What other materials will you get from us?	5
Section 3.1 Your plan membership card—use it to get the care and prescription drugs covered by our plan	5
Section 3.2 The Provider Directory: Your guide to all providers in our network.....	5
Section 3.3 The Pharmacy Directory: Your guide to pharmacies in our network	6
Section 3.4 Our plan's Kaiser Permanente 2016 Abridged Formulary	6
Section 3.5 The Part D Explanation of Benefits (the "Part D EOB"): Reports with a summary of payments made for your Part D prescription drugs	7
SECTION 4. Your monthly premium for our plan	7
Section 4.1 How much is your plan premium?	7
Section 4.2 There are several ways you can pay your plan premium	10
Section 4.3 Can we change your monthly plan premium during the year?	11
SECTION 5. Please keep your plan membership record up-to-date	12
Section 5.1 How to help make sure that we have accurate information about you.....	12
SECTION 6. We protect the privacy of your personal health information.....	13
Section 6.1 We make sure that your health information is protected	13
SECTION 7. How other insurance works with our plan	13
Section 7.1 Which plan pays first when you have other insurance?.....	13

SECTION 1. Introduction

Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan

You are covered by Medicare, and you have chosen to get your Medicare health care and your prescription drug coverage through our plan, Kaiser Permanente Medicare Plus.

There are different types of Medicare health plans. Medicare Plus is a Medicare Cost Plan. Like all Medicare health plans, this Medicare Cost Plan is approved by Medicare and run by a private company.

Section 1.2 What is the Evidence of Coverage booklet about?

This **Evidence of Coverage** booklet tells you how to get your Medicare medical care and prescription drugs covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of our plan.

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage** and they all include Medicare Part D prescription drug coverage:

- Kaiser Permanente Medicare Plus High w/Part D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**High Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/Part D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/Part D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Part B Only Option**" plan for members without Medicare Part A coverage.
- Kaiser Permanente Medicare Plus Basic w/D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Part B Only Option**" plan for members without Medicare Part A coverage.

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

The words "coverage" and "covered services" refer to the medical care and services and the prescription drugs available to you as a member of our plan.

It's important for you to learn what our plan's rules are and what services are available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** booklet.

If you are confused or concerned or just have a question, please contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.3 Legal information about the Evidence of Coverage

It's part of our contract with you

This **Evidence of Coverage** is part of our contract with you about how our plan covers your care. Other parts of this contract include your enrollment form, our **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The contract is in effect for the months in which you are enrolled in Medicare Plus between January 1, 2016, and December 31, 2016.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of our plan after December 31, 2016. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2016.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer our plan and Medicare renews its approval of our plan.

SECTION 2. What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You have Medicare Part B (or you have both Part A and Part B) (Section 2.2 below tells you about Medicare Part A and Medicare Part B).
- – *and* – you live in our geographic service area (Section 2.3 below describes our service area).
- – *and* – you do not have End-Stage Renal Disease (ESRD), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer.

Section 2.2 What are Medicare Part A and Medicare Part B?

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services), skilled nursing facilities, or home health agencies.
- Medicare Part B is for most other medical services (such as physician's services and other outpatient services) and certain items (such as durable medical equipment and supplies).

Section 2.3 Here is our plan service area for Medicare Plus

Although Medicare is a federal program, our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes the city of Washington D.C. and these cities and counties in Maryland and Virginia: Alexandria City, Anne Arundel, Arlington, Baltimore County, Baltimore City, Carroll County, Fairfax City, Fairfax County, Falls Church City, Harford County, Howard County, Loudoun County, Manassas City, Manassas Park City, Montgomery County, Prince George's County, and Prince William County.

Also, our service area includes these parts of counties in Maryland, in the following ZIP codes only:

- **Calvert County:** 20639, 20678, 20689, 20714, 20732, 20736, and 20754.
- **Charles County:** 20601, 20602, 20603, 20604, 20612, 20616, 20617, 20637, 20640, 20643, 20646, 20658, 20675, 20677, and 20695.
- **Frederick County:** 21701, 21702, 21703, 21704, 21705, 21709, 21710, 21714, 21716, 21717, 21718, 21754, 21755, 21758, 21759, 21762, 21769, 21770, 21771, 21774, 21775, 21777, 21790, 21792, and 21793.

In addition, we offer coverage in several states. However, there may be cost or other differences between the plans we offer in each state. If you move out of state and into a state that is still within our service area, you must call Member Services in order to update your information. If you move into a state outside of our service area, you cannot remain a member of our plan. Please call Member Services to find out if we have a plan in your new state.

If you plan to move out of the service area, please contact Member Services (phone numbers are printed on the back cover of this booklet). When you move, you will have a special enrollment period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

SECTION 3. What other materials will you get from us?

Section 3.1 Your plan membership card—use it to get the care and prescription drugs covered by our plan

We will send you a plan membership card. You should use this card whenever you get covered services or drugs from a Medicare Plus network provider. Here's a sample membership card to show you what yours will look like:



If your plan membership card is damaged, lost, or stolen, call Member Services right away and we will send you a new card. Phone numbers for Member Services are printed on the back cover of this booklet.

Because Medicare Plus is a Medicare Cost Plan, you should also **keep your red, white, and blue Medicare card with you**. As a Cost Plan member, if you receive Medicare-covered services (except for emergency or urgent care) from an out-of-network provider or when you are outside of our service area, these services will be paid for by Original Medicare, not our plan. In these cases, you will be responsible for Original Medicare deductibles and coinsurance. (If you receive emergency or urgent care from an out-of-network provider or when you are outside of our service area, our plan will pay for these services.) It is important that you keep your red, white, and blue Medicare card with you for when you receive services paid for under Original Medicare.

Section 3.2 The Provider Directory: Your guide to all providers in our network

The **Provider Directory** lists our network providers.

What are "network providers"?

Network providers are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost-sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan. However, members of our

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

plan may also get services from out-of-network providers. If you get care from out-of-network providers, you will pay the cost-sharing amounts under Original Medicare.

If you don't have your copy of the **Provider Directory**, you can request a copy from Member Services (phone numbers are printed on the back cover of this booklet). You may ask Member Services for more information about our network providers, including their qualifications. You can view or download the **Provider Directory** at kp.org/directory. Both Member Services and our website can give you the most up-to-date information about our network providers.

Section 3.3 The Pharmacy Directory: Your guide to pharmacies in our network

What are "network pharmacies"?

Network pharmacies are all of the pharmacies that have agreed to fill covered prescriptions for our plan members.

Why do you need to know about network pharmacies?

You can use the **Pharmacy Directory** to find the network pharmacy you want to use.

There are changes to our network of pharmacies for next year. An updated **Pharmacy Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Pharmacy Directory**. Please review the 2015 **Pharmacy Directory** to see which pharmacies are in our network.

If you don't have the **Pharmacy Directory**, you can get a copy from Member Services (phone numbers are printed on the back cover of this booklet). At any time, you can call Member Services to get up-to-date information about changes in the pharmacy network. You can also find this information on our website at kp.org/directory.

Section 3.4 Our plan's Kaiser Permanente 2016 Abridged Formulary

Our plan has a **Kaiser Permanente 2016 Abridged Formulary**. We call it the "Drug List" for short. It tells you which Part D prescription drugs are covered under the Part D benefit included in our plan. The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our Drug List. The Drug List also tells you if there are any rules that restrict coverage for your drugs.

We will send you a copy of the Drug List. The Drug List we send to you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it. To get the most complete and current information about which drugs are covered, you can visit our website (kp.org/seniormedrx) or call Member Services (phone numbers are printed on the back cover of this booklet).

**Section 3.5 The Part D Explanation of Benefits (the "Part D EOB"):
Reports with a summary of payments made for your
Part D prescription drugs**

When you use your Part D prescription drug benefits, we will send you a summary report to help you understand and keep track of payments for your Part D prescription drugs. This summary report is called the **Part D Explanation of Benefits** (or the "**Part D EOB**").

The **Part D EOB** tells you the total amount you, or others on your behalf, have spent on your Part D prescription drugs and the total amount we have paid for each of your Part D prescription drugs during the month. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about the **Part D EOB** and how it can help you keep track of your drug coverage.

A **Part D EOB** summary is also available upon request. To get a copy, please contact Member Services (phone numbers are printed on the back cover of this booklet). You can also choose to get your **Part D EOB** online instead of by mail. Please visit kp.org/goinggreen and sign on to learn more about choosing to view your **Part D EOB** securely online.

SECTION 4. Your monthly premium for our plan

Section 4.1 How much is your plan premium?

As a member of our plan, you pay a monthly plan premium. The table below shows the monthly plan premium amount for each plan we are offering in the service area. In addition, you must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Medicare Plus plan name	Monthly plan premium
<p>High Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none">• Premium for medical benefits: \$62.60.• Premium for Medicare prescription drug coverage: \$66.40.• Total monthly premium amount: \$129.	<p style="text-align: center;">\$129</p>

<p>Standard Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$5.90. • Premium for Medicare prescription drug coverage: \$19.10. • Total monthly premium amount: \$25. 	<p>\$25</p>
<p>Standard Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$356.10. • Premium for Medicare prescription drug coverage: \$39.90. • Total monthly premium amount: \$396. 	<p>\$396</p>
<p>Basic Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$0. • Premium for Medicare prescription drug coverage: \$19. • Total monthly premium amount: \$19. 	<p>\$19</p>
<p>Basic Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$374.70. • Premium for Medicare prescription drug coverage: \$33.30. • Total monthly premium amount: \$408. 	<p>\$408</p>

In some situations, your plan premium could be less

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. Chapter 2, Section 7, tells you more about these programs. If you qualify, enrolling in the program might lower your monthly plan premium.

If you are *already enrolled* and getting help from one of these programs, the information about premiums in this **Evidence of Coverage** does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this rider by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

In some situations, your plan premium could be more

In some situations, your plan premium could be more than the amount listed above in this section. This situation is described below:

- Some members are required to pay a **late enrollment penalty** because they did not join a Medicare drug plan when they first became eligible or because they had a continuous period of 63 days or more when they didn't have "creditable" prescription drug coverage. ("Creditable" means the drug coverage is at least as good as Medicare's standard drug coverage.) For these members, the late enrollment penalty is added to our plan's monthly premium. Their premium amount will be the monthly plan premium plus the amount of their late enrollment penalty.
 - ◆ If you are required to pay the late enrollment penalty, the amount of your penalty depends upon how long you waited before you enrolled in drug coverage or how many months you were without drug coverage after you became eligible. Chapter 6, Section 9, explains the late enrollment penalty.
 - ◆ If you have a late enrollment penalty and do not pay it, you could lose your prescription drug coverage.

Many members are required to pay other Medicare premiums

In addition to paying the monthly plan premium, many members are required to pay other Medicare premiums. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. And most plan members pay a premium for Medicare Part B. You must continue paying your Medicare Part B premium to remain a member of our plan.

Some people pay an extra amount for Part D because of their yearly income; this is known as Income Related Monthly Adjustment Amounts, also known as IRMAA. If your income is greater than \$85,000 for an individual (or married individuals filing separately) or greater than \$170,000 for married couples, **you must pay an extra amount directly to the government** (not the Medicare plan) for your Medicare Part D coverage.

- **If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.**
- If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be.
- For more information about Part D premiums based on income, go to Chapter 6, Section 10, in this booklet. You can also visit <http://www.medicare.gov> on the Web or call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. Or you may call Social Security at **1-800-772-1213**. TTY users should call **1-800-325-0778**.

Your copy of **Medicare & You** 2016 gives you information about Medicare premiums in the section called "2016 Medicare Costs." This explains how the Medicare Part B and Part D premiums differ for people with different incomes. Everyone with Medicare receives a copy of **Medicare & You** each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of **Medicare & You** 2016 from the Medicare website (<http://www.medicare.gov>) or you can order a printed copy by phone at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users call **1-877-486-2048**.

Section 4.2 There are several ways you can pay your plan premium

There are three ways you can pay your plan premium. You will pay by check (Option 1) unless you tell us that you want your premium automatically deducted from your bank (Option 2) or your Social Security check (Option 3). To sign up for Option 2 or 3, or to change your selection at any time, please call Member Services and tell us which option you want.

If you decide to change the way you pay your premium, it can take up to three months for your new payment method to take effect. While we are processing your request for a new payment method, you are responsible for making sure that your plan premium is paid on time.

Option 1: You can pay by check or money order

You may send your monthly plan premium directly to us. We must receive your check made payable to "**Kaiser Permanente**" on or before the first of the coverage month at the following address:

Kaiser Permanente
Membership Accounting Department
PO Box 64199
Baltimore, MD 21264-4199

Note: You cannot pay in person.

Option 2: You can sign up for electronic funds transfer (EFT)

Instead of paying by check, you can have your monthly plan premium automatically withdrawn from your bank account. Please call Member Services to learn how to start or stop automatic payments of your plan premium and other details about this option, such as when your monthly withdrawal will occur. You can also make a payment using a credit card over the phone by calling our Membership Administration Department at **800-777-7902**, 8:00 a.m. to 4:30 p.m., Monday through Friday.

Option 3: You can have our plan premium taken out of your monthly Social Security check

You can have our plan premium taken out of your monthly Social Security check. Contact Member Services for more information about how to pay your monthly plan premium this way. We will be happy to help you set this up. Phone numbers for Member Services are printed on the back cover of this booklet.

What to do if you are having trouble paying your plan premium

Your plan premium is due in our office by the first day of the coverage month. If we have not received your premium payment by the 10th day of the coverage month, we will send you a notice telling you that your plan membership will end if we do not receive your premium payment within 90 days. If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.

If you are having trouble paying your plan premium on time, please contact Member Services to see if we can direct you to programs that will help with your plan premium. Phone numbers for Member Services are printed on the back cover of this booklet.

If we end your membership because you did not pay your premium, you will have health coverage under Original Medicare.

If we end your membership in our plan because you did not pay your plan premium or Part D optional supplemental benefit premium, then you may not be able to receive Part D coverage until the following year, if you enroll in a new plan during the annual enrollment period. During the annual enrollment period, you may either join a stand-alone prescription drug plan or a health plan that also provides drug coverage. (If you go without "creditable" drug coverage for more than 63 days, you may have to pay a late enrollment penalty for as long as you have Part D coverage.)

At the time we end your membership, you may still owe us for premiums you have not paid. We have the right to pursue collection of the premiums you owe.

If you think we have wrongfully ended your membership, you have a right to ask us to reconsider this decision by making a complaint. Chapter 9, Section 10, in this booklet tells you how to make a complaint. If you had an emergency circumstance that was out of your control and it caused you to not be able to pay your premiums within our grace period, you can ask Medicare to reconsider this decision by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 4.3 Can we change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for our plan's monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.

However, in some cases, the part of the premium that you have to pay can change during the year. This happens if you become eligible for the "Extra Help" program or if you lose your eligibility for the "Extra Help" program during the year. If a member qualifies for "Extra Help" with their prescription drug costs, the "Extra Help" program will pay part of the member's monthly plan premium. A member who loses their eligibility during the year will need to start paying their full monthly premium. You can find out more about the "Extra Help" program in Chapter 2, Section 7.

SECTION 5. Please keep your plan membership record up-to-date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage, including your Primary Care Provider.

The doctors, hospitals, pharmacists, and other providers in our network need to have correct information about you. These network providers use your membership record to know what services and drugs are covered and the cost-sharing amounts for you. Because of this, it is very important that you help us keep your information up-to-date.

Let us know about these changes:

- Changes to your name, your address, or your phone number.
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid).
- If you have any liability claims, such as claims from an automobile accident.
- If you have been admitted to a nursing home.
- If you receive care in an out-of-area or out-of-network hospital or emergency room.
- If your designated responsible party (such as a caregiver) changes.
- If you are participating in a clinical research study.

If any of this information changes, please let us know by calling Member Services (phone numbers are printed on the back cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 6. We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 8, Section 1.4, of this booklet.

SECTION 7. How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the "primary payer" and pays up to the limits of its coverage. The one that pays second, called the "secondary payer," only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends upon your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - ◆ If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.
 - ◆ If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
 - ◆ If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance).
- Liability (including automobile insurance).
- Black lung benefits.
- Workers' compensation.

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2. Important phone numbers and resources

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan).....	16
SECTION 2. Medicare (how to get help and information directly from the federal Medicare program).....	18
SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare).....	19
SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)	21
SECTION 5. Social Security	21
SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources).....	22
SECTION 7. Information about programs to help people pay for their prescription drugs	24
SECTION 8. How to contact the Railroad Retirement Board	28
SECTION 9. Do you have "group insurance" or other health insurance from an employer?	28

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)

How to contact our plan's Member Services

For assistance with claims, billing, or membership card questions, please call or write to Medicare Plus Member Services. We will be happy to help you.

Method	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or prescription drugs covered under the Part D benefit included in your plan. An appeal is a formal way of asking us to review and change a coverage decision we have made. You can make a complaint about us or one of our network providers or pharmacies, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes.

For more information about asking for a coverage decision or making an appeal or a complaint about your medical care or prescription drugs, see Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." You may call us if you have questions about our coverage decision process.

Method	Coverage decisions, appeals, or complaints for medical care or Part D prescription drugs – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org
MEDICARE WEBSITE	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx .

Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received

For more information about situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services or drugs."

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," for more information.

Method	Payment requests – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Payment requests – contact information
	2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called "CMS"). This agency contracts with Medicare Advantage and Medicare Cost Plan organizations, including our plan.

Method	Medicare – contact information
CALL	1-800-MEDICARE or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<u>http://www.medicare.gov</u> This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state. The Medicare website also has detailed information about your Medicare eligibility and enrollment options, with the following tools: <ul style="list-style-type: none">• Medicare Eligibility Tool: Provides Medicare eligibility status information.• Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and

Method	Medicare – contact information
	<p data-bbox="464 306 1378 411">Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans.</p> <p data-bbox="430 432 1411 499">You can also use the website to tell Medicare about any complaints you have about our plan:</p> <ul data-bbox="430 520 1414 709" style="list-style-type: none">• Tell Medicare about your complaint: You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. <p data-bbox="430 730 1401 940">If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called **Health Insurance Counseling Project**.
- In Maryland, the SHIP is called **Maryland Department of Aging**.
- In Virginia, the SHIP is called **Virginia Insurance Counseling and Assistance Program**.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

Method	Health Insurance Counseling Project (District of Columbia's SHIP) – contact information
CALL	202-994-6272
TTY	202-994-6656 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	2136 Pennsylvania Avenue, N.W., Washington, DC 20052
WEBSITE	www.law.gwu.edu/academics/el/clinics/insurance/

Method	Maryland Department of Aging – contact information
CALL	410-767-1100 or toll free 1-800-243-3425
TTY	711
WRITE	301 West Preston St., Suite 1007, Baltimore, MD 21201
WEBSITE	mdoa.state.md.us/

Method	Virginia Insurance Counseling and Assistance Program – contact information
CALL	804-662-9333 or toll free 1-800-552-3402
TTY	711
WRITE	1610 Forest Avenue, Suite 100, Henrico, VA 23229
WEBSITE	vda.virginia.gov

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For District of Columbia, Maryland, and Virginia, the Quality Improvement Organization is called KEPRO.

KEPRO has a group of doctors and other health care professionals who are paid by the federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KEPRO is an independent organization. It is not connected with our plan.

You should contact KEPRO in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

Method	KEPRO (District of Columbia's, Maryland's, and Virginia's QIO) – contact information
CALL	1-844-455-8708
TTY	1-855-843-4776 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609
WEBSITE	www.keproqio.com

SECTION 5. Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

Social Security is also responsible for determining who has to pay an extra amount for their Part D drug coverage because they have a higher income. If you got a letter from Social Security telling you that you have to pay the extra amount and have questions about the amount or if your income went down because of a life-changing event, you can call Social Security to ask for a reconsideration.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – contact information
CALL	1-800-772-1213 Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday. You can use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday.
WEBSITE	http://www.ssa.gov

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, coinsurance, and copayments). Some people with QMB are also eligible for full Medicaid benefits (QMB+).
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).
- **Qualified Individual (QI):** Helps pay Part B premiums.

- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact the Medicaid agency for your state listed below.

Method	Department of Healthcare Finance (District of Columbia's Medicaid program) – contact information
CALL	202-442-5988
TTY	711
WRITE	441 4th Street NW, 900S, Washington, DC 20001
WEBSITE	dhcf.dc.gov

Method	Maryland Medical Assistance Program/HealthChoice – contact information
CALL	410-767-5800 or toll free 1-800-492-5231
TTY	1-800-735-2258 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	mmcp.dhmh.maryland.gov

Method	Virginia Department of Medical Assistance Services – contact information
CALL	804-786-6145 or toll free 1-800-643-2273
TTY	711
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Virginia Department of Medical Assistance Services – contact information
WEBSITE	dmasva.dmas.virginia.gov

SECTION 7. Information about programs to help people pay for their prescription drugs

Medicare's "Extra Help" Program

Medicare provides "Extra Help" to pay prescription drug costs for people who have limited income and resources. Resources include your savings and stocks, but not your home or car. If you qualify, you get help paying for any Medicare drug plan's monthly premium, yearly deductible, and prescription copayments. This "Extra Help" also counts toward your out-of-pocket costs.

People with limited income and resources may qualify for "Extra Help." Some people automatically qualify for "Extra Help" and don't need to apply. Medicare mails a letter to people who automatically qualify for "Extra Help."

You may be able to get "Extra Help" to pay for your prescription drug premiums and costs. To see if you qualify for getting "Extra Help," call:

- **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day, 7 days a week;
- The Social Security Office at **1-800-772-1213**, between 7 a.m. to 7 p.m., Monday through Friday. TTY users should call **1-800-325-0778**; or
- Your state Medicaid office (see Section 6 in this chapter for contact information).

If you believe you have qualified for "Extra Help" and you believe that you are paying an incorrect cost-sharing amount when you get your prescription at a pharmacy, our plan has established a process that allows you either to request assistance in obtaining evidence of your proper copayment level, or, if you already have the evidence, to provide this evidence to us.

If you aren't sure what evidence to provide us, please contact a network pharmacy or Member Services. The evidence is often a letter from either the state Medicaid or Social Security office that confirms you are qualified for "Extra Help." The evidence may also be state-issued documentation with your eligibility information associated with Home and Community-Based Services.

You or your appointed representative may need to provide the evidence to a network pharmacy when obtaining covered Part D prescriptions so that we may charge you the appropriate cost-sharing amount until the Centers for Medicare & Medicaid Services (CMS) updates its records to reflect your current status. Once CMS updates its records, you will no longer need to present the evidence to the pharmacy. Please provide your evidence in one of the following ways so we can forward it to CMS for updating:

- Write to Kaiser Permanente at:
California Service Center
Attn: Best Available Evidence
P.O. Box 232407
San Diego, CA 92193-2407
- Fax it to **1-877-528-8579**.
- Take it to a network pharmacy or your local Member Services office at a network facility.

When we receive the evidence showing your copayment level, we will update our system so that you can pay the correct copayment when you get your next prescription at the pharmacy. If you overpay your copayment, we will reimburse you. Either we will forward a check to you in the amount of your overpayment or we will offset future copayments. If the pharmacy hasn't collected a copayment from you and is carrying your copayment as a debt owed by you, we may make the payment directly to the pharmacy. If a state paid on your behalf, we may make payment directly to the state. Please contact Member Services if you have questions (phone numbers are printed on the back cover of this booklet).

Medicare Coverage Gap Discount Program

The Medicare Coverage Gap Discount Program provides manufacturer discounts on brand-name drugs to Part D enrollees who have reached the coverage gap and are not receiving "Extra Help." A 50% discount on the negotiated price (excluding the dispensing fee) is available for those brand-name drugs from manufacturers. The plan pays an additional 5% and you pay the remaining 45% for your brand-name drugs.

If you reach the coverage gap, we automatically apply the discount when your pharmacy bills you for your prescription. Your **Part D Explanation of Benefits (Part D EOB)** will show any discount provided. Both the amount you pay and the amount discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them, and move you through the coverage gap. The amount paid by the plan (5%) does not count toward your out-of-pocket costs.

You also receive some coverage for generic drugs. If you reach the coverage gap, our plan pays 42% of the price for generic drugs and you pay the remaining 58% of the price. For generic drugs, the amount paid by our plan (42%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap. Also, the dispensing fee is included as part of the cost of the drug.

The Medicare Coverage Gap Discount Program is available nationwide. Because our High Option plan offers additional gap coverage during the Coverage Gap Stage, your out-of-pocket costs will sometimes be lower than the costs described here. Please go to Chapter 6, Section 6, for more information about your coverage during the Coverage Gap Stage.

If you have any questions about the availability of discounts for the drugs you are taking or about the Medicare Coverage Gap Discount Program in general, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you have coverage from a State Pharmaceutical Assistance Program (SPAP)?

If you are enrolled in a State Pharmaceutical Assistance Program (SPAP), or any other program that provides coverage for Part D drugs (other than "Extra Help"), you still get the 50% discount on covered brand-name drugs. Also, the plan pays 5% of the costs of brand-name drugs in the coverage gap. The 50% discount and the 5% paid by the plan are both applied to the price of the drug before any SPAP or other coverage.

What if you have coverage from an AIDS Drug Assistance Program (ADAP)?

What is the AIDS Drug Assistance Program (ADAP)?

The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. **Note:** To be eligible for the ADAP operating in your state, individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status.

If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. Please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

What if you get "Extra Help" from Medicare to help pay your prescription drug costs? Can you get the discounts?

No. If you get "Extra Help," you already get coverage for your prescription drug costs during the coverage gap.

What if you don't get a discount, and you think you should have?

If you think that you have reached the coverage gap and did not get a discount when you paid for your brand-name drug, you should review your next **Part D Explanation of Benefits (Part D EOB)** notice. If the discount doesn't appear on your **Part D EOB**, you should contact us to make sure that your prescription records are correct and up-to-date. If we don't agree that you are owed a discount, you can appeal. You can get help filing an appeal from your State Health Insurance Assistance Program (SHIP) (telephone numbers are in Section 3 of this chapter) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

State Pharmaceutical Assistance Programs

Many states have State Pharmaceutical Assistance Programs that help some people pay for prescription drugs based on financial need, age, medical condition, or disabilities. Each state has different rules to provide drug coverage to its members.

In Maryland, the name of the State Pharmaceutical Assistance Program is Maryland Senior Prescription Drug Assistance Program (SPDAP). Maryland also has other programs that assist Maryland residents with drug expenses, which are the Kidney Disease Program and the AIDS Drug Assistance Program.

Method	Maryland Senior Prescription Drug Assistance Program (SPDAP) – contact information
CALL	1-800-551-5995
TTY	1-800-877-5156 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	628 Hebron Ave. Ste. 212, Glastonbury, CT 06033
WEBSITE	marylandspdap.com

Method	Maryland Kidney Disease Program – contact information
CALL	1-410-767-5000

Method	Maryland AIDS Drug Assistance Program – contact information
CALL	1-410-767-6535 or toll-free 1-800-205-6308

SECTION 8. How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – contact information
CALL	1-877-772-5772 Calls to this number are free. Available 9:00 a.m. to 3:30 p.m., Monday through Friday. If you have a touch-tone telephone, recorded information and automated services are available 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are not free.
WEBSITE	http://www.rrb.gov

SECTION 9. Do you have "group insurance" or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Member Services if you have any questions. You can ask about your (or your spouse's) employer or retiree health benefits, premiums, or the enrollment period. Phone numbers for Member Services are printed on the back cover of this booklet. You may also call **1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048)** with questions related to your Medicare coverage under this plan.

If you have other prescription drug coverage through your (or your spouse's) employer or retiree group, please contact that group's benefits administrator. The benefits administrator can help you determine how your current prescription drug coverage will work with our plan.

CHAPTER 3. Using our plan's coverage for your medical services

SECTION 1. Things to know about getting your medical care covered as a member of our plan 30

Section 1.1 What are "network providers" and "covered services"?..... 30

Section 1.2 Basic rules for getting your medical care covered by our plan 30

SECTION 2. Use providers in our network to get your medical care..... 31

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care 31

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP? 32

Section 2.3 How to get care from specialists and other network providers 33

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster 35

Section 3.1 Getting care if you have a medical emergency 35

Section 3.2 Getting care when you have an urgent need for services 36

Section 3.3 Getting care during a disaster 37

SECTION 4. What if you are billed directly for the full cost of your covered services? 37

Section 4.1 You can ask us to pay our share of the cost for covered services 37

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost 37

SECTION 5. How are your medical services covered when you are in a "clinical research study"?..... 38

Section 5.1 What is a "clinical research study"? 38

Section 5.2 When you participate in a clinical research study, who pays for what? 39

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution" 40

Section 6.1 What is a religious nonmedical health care institution?..... 40

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan? 40

SECTION 7. Rules for ownership of durable medical equipment 41

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan? 41

SECTION 1. Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using our plan to get your medical care covered. It gives you definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by our plan.

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the Medical Benefits Chart in the next chapter, Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

Section 1.1 What are "network providers" and "covered services"?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **"Providers"** are doctors and other health care professionals licensed by the state to provide medical services and care. The term "providers" also includes hospitals and other health care facilities.
- **"Network providers"** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan.
- **"Covered services"** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the Medical Benefits Chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care covered by our plan

As a Medicare health plan, our plan must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

We will generally cover your medical care as long as:

- **The care you receive is included in our plan's Medical Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- **You generally must receive your care from a network provider for our plan to cover the services.**
 - ♦ If we do not cover services you receive from an out-of-network provider, the services will be covered by Original Medicare if they are Medicare-covered services. Except for emergency or urgently needed services, if you get services covered by Original Medicare

from an out-of-network provider then you must pay Original Medicare's cost-sharing amounts. For information on Original Medicare's cost-sharing amounts, call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- ◆ You should get supplemental benefits from a network provider. If you get covered supplemental benefits, such as dental care, from an out-of-network provider, then you must pay the entire cost of the service.
- ◆ If an out-of-network provider sends you a bill that you think we should pay, please contact Member Services (phone numbers are printed on the back cover of this booklet). Generally, it is best to ask an out-of-network provider to bill Original Medicare first, and then to bill us for the remaining amount. We may require the out-of-network provider to bill Original Medicare. We will then pay any applicable Medicare coinsurance and deductibles minus your copayments on your behalf.
- **You have a network primary care provider** (a PCP) who is providing and overseeing your care. As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - ◆ In most situations, your network PCP must give you approval in advance before you can use other providers in our plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a "referral" (for more information about this, see Section 2.3 in this chapter).
 - ◆ Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 in this chapter).

SECTION 2. Use providers in our network to get your medical care

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a "PCP" and what does the PCP do for you?

As a member, you must choose a network provider to be your primary care provider. Your primary care provider is a physician in family medicine, adult medicine, general practice, or obstetrics/gynecology who meets state requirements and is trained to give you primary medical care.

Your PCP will provide most of your health care and will arrange or coordinate your covered care with other Medical Group physicians and other providers. If you need certain types of covered services or supplies, you must get approval in advance from your PCP. For specialty care and other services, your PCP will need to get prior authorization (prior approval) from us as described in Section 2.3 in this chapter.

You are free to get care from other Medical Group PCPs if your PCP is not available, and at any Kaiser Permanente medical office.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

How do you choose your PCP?

You may select a primary care plan physician from any of our available plan physicians who practice in these specialties: internal medicine, family medicine, and pediatrics. Also, women can select any available primary care plan physician from obstetrics/gynecology. Your PCP must be a Medical Group physician, unless we designate otherwise. If you do not select a PCP, then one will be selected for you from the available Medical Group physicians.

When you make a selection, it is effective immediately. To learn how to select a primary care plan physician, please call Member Services. You can also make your selection at **kp.org**. If there is a particular plan specialist or hospital that you want to use, check first to be sure your PCP makes referrals to that specialist, or uses that hospital.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our network of providers and you would have to find a new PCP.

To change your PCP, call Member Services. When you call, be sure to tell Member Services if you are seeing specialists or getting other covered services that need your PCP's approval (such as home health services and durable medical equipment). Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will tell you when the change to your new PCP will take effect. Generally, changes are effective the first of the month following the date when we receive your request.

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP?

You can get the services listed below without getting approval in advance from your PCP:

- Routine women's health care, which includes breast exams, screening mammograms (X-rays of the breast), Pap tests, and pelvic exams, as long as you get them from a network provider.
- Flu shots and Hepatitis B vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed services from network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, for example, when you are temporarily outside of our service area.
- If you visit the service area of another Kaiser Permanente region or Group Health Cooperative (GHC), you can receive certain care from designated providers in that service area. Please call Member Services for more information about getting care when visiting another Kaiser Permanente region's service area or the GHC service area, including coverage information and facility locations in parts of California, Colorado, Georgia, Hawaii, Idaho, Oregon, and Washington.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

Referrals from your PCP

You will usually see your PCP first for most of your routine health care needs. There are only a few types of covered services you may get on your own, without getting approval from your PCP first, which are described in Section 2.2. Also, your PCP will need to request authorization from our plan for referrals to specialists.

- If you are seeing a non-plan specialist when you enroll in our plan, you will be required in most instances to switch to a plan specialist. If your current specialist is not a plan specialist and you wish to continue to receive services from that non-plan specialist, you may continue to do so under your Original Medicare benefits, if he/she participates in the Medicare program. In that instance, you will be required to pay Original Medicare cost-sharing because the services will not be covered by our plan.

Prior authorization

For the services and items listed below and in Chapter 4, Sections 2.1 and 2.2, your PCP will need to get approval in advance from our plan or Medical Group (this is called getting "prior authorization"). Decisions regarding requests for authorization will be made only by licensed physicians or other appropriately licensed medical professionals. If you get these services and items without prior authorization by our plan or Medical Group, the care will not be covered by our plan and you will have to pay Original Medicare's out-of-pocket amounts for the care.

- **Inpatient care.** For nonemergency admissions, the Medical Group and our plan will coordinate your care and determine which hospital you will be admitted. Your PCP or specialist must receive prior authorization from us for nonemergency admissions, including admissions to behavioral health, skilled nursing facilities, or other inpatient settings. We will determine the most appropriate facility for care. Depending upon your medical needs, we may transfer you from one network hospital or other inpatient setting, to another network hospital where Medical Group physicians are always on duty. In addition, we may transfer you from one network skilled nursing facility to another where Medical Group physicians make rounds and are available for urgent care.
- Medically necessary transgender surgery and associated procedures.
- **Network specialty care.** When your PCP believes that you need specialty care, he or she will request authorization from us. If specialty care is medically necessary, we will send you a written referral and authorize an initial consultation and/or a specified number of visits. After your initial consultation with the network specialist, you must then return to your PCP unless we have authorized more visits as specified in the written referral that we gave you.

Don't return to the network specialist after your initial consultation visit unless we have authorized additional visits in your referral. Otherwise, the services will not be covered and you will be responsible for paying Original Medicare cost-sharing and out-of-pocket expenses, instead of our plan's cost-sharing amounts. Here are some other things you should know about obtaining specialty care:

- ◆ If you need to see a network specialist frequently because you have been diagnosed with a condition or disease that requires ongoing specialized care, your PCP and your attending network specialist may develop a treatment plan that allows you to see the network specialist without additional referrals. Your PCP must contact us and your network specialist must use our criteria when creating your treatment plan, and the network specialist will need to get authorization before starting any treatment.
- **Out-of-network specialty care.** If your PCP decides that you require covered services not available from network providers, he or she will recommend to the Medical Group that you be referred to an out-of-network provider inside or outside our service area. The appropriate Medical Group designee will authorize the services if he or she determines that the covered services are medically necessary and are not available from a network provider. Referrals to out-of-network physicians will be for a specific treatment plan, which may include a standing referral if ongoing care is prescribed. Please ask your network physician what services have been authorized. If the out-of-network specialist wants you to come back for more care, be sure to check if the referral covers more visits to the specialist. If it doesn't, please contact your PCP.
- After we are notified that you need **post-stabilization care** from an out-of-network provider following emergency care, we will discuss your condition with the out-of-network provider. If we decide that you require post-stabilization care and that this care would be covered if you received it from a network provider, we will authorize your care from the out-of-network provider only if we cannot arrange to have a network provider (or other designated provider) provide the care. Please see Section 3.1 in this chapter for more information.

What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.

- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us at **1-888-777-5536 (TTY 711)** so we can assist you in finding a new provider and managing your care.

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster

Section 3.1 Getting care if you have a medical emergency

What is a "medical emergency" and what should you do if you have one?

A "medical emergency" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call **911** for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. The number to call is listed on the back of your membership card.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. High Option, Standard Option, and Standard Part B Only Option plan members, may get covered emergency medical care (including ambulance) when you need it anywhere in the world (claim forms required). For more information, see the Medical Benefits Chart in Chapter 4 of this booklet.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be either covered by our plan or Original Medicare. If your emergency care is provided by out-of-network providers, we will try to arrange for network

providers to take over your care as soon as your medical condition and the circumstances allow and we may choose to move you to a hospital where Medical Group physicians are always on duty. Our plan will cover your post-stabilization care if the services are provided by network providers, authorized by our plan, or the care is covered out-of-area urgent care. Otherwise, your post-stabilization care will be covered by Original Medicare and you will have to pay Original Medicare cost-sharing for post-stabilization care.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care—thinking that your health is in serious danger—and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, we will cover your care as long as you reasonably thought your health was in serious danger.

However, after the doctor has said that it was not an emergency, we will cover additional care only if you go to a network provider to get the additional care. If you get additional care from an out-of-network provider after the doctor says it was not an emergency, you will normally have to pay Original Medicare's cost-sharing.

Section 3.2 Getting care when you have an urgent need for services

What are "urgently needed services"?

"Urgently needed services" are a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers, or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are in our service area when you have an urgent need for care?

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible, and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

We know that sometimes it's difficult to know what type of care you need. That's why we have telephone advice nurses available to assist you. Our advice nurses are registered nurses specially trained to help assess medical symptoms and provide advice over the phone, when medically appropriate. Whether you are calling for advice or to make an appointment, you can speak to an advice nurse. They can often answer questions about a minor concern, tell you what to do if a network facility is closed, or advise you about what to do next, including making a same-day urgent care appointment for you if it's medically appropriate.

To speak with an advice nurse or make an appointment, please refer to your **Provider Directory** for appointment and advice telephone numbers.

What if you are outside our service area when you have an urgent need for care?

When you are outside the service area and cannot get care from a network provider, we will cover urgently needed services that you get from any provider. The High Option, Standard

Option, and Standard Part B Only Option plans cover urgently needed services anywhere in the world. For both Basic plans, coverage is limited to the United States and its territories.

Section 3.3 Getting care during a disaster

If the governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from us.

Please visit the following website—**kp.org**—for information on how to obtain needed care during a disaster.

Generally, during a disaster, we will allow you to obtain care from out-of-network providers at in-network cost-sharing. If you cannot use a network pharmacy during a disaster, you may be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section 2.5, for more information.

SECTION 4. What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay our share of the cost for covered services

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services or drugs," for information about what to do.

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost

Our plan covers all medical services that are medically necessary, listed in the Medical Benefits Chart (this chart is in Chapter 4 of this booklet), and obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by Original Medicare or are not covered by our plan. Also you will be responsible for payment if you obtain a plan service that was, obtained out-of-network and was not authorized. You have the right to seek care from any provider that is qualified to treat Medicare members. However, Original Medicare pays your claims and you must pay your cost-sharing.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has more information about what to do if you want a coverage decision from us or

want to appeal a decision we have already made. You may also call Member Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service, unless the plan offers, as a covered supplemental benefit, coverage beyond Original Medicare's limits. Any amounts you pay after the benefit has been exhausted will not count toward the out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

SECTION 5. How are your medical services covered when you are in a "clinical research study"?

Section 5.1 What is a "clinical research study"?

A clinical research study (also called a "clinical trial") is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has not approved, you will be responsible for paying all costs for your participation in the study.

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study and you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do not need to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do not need to be part of our plan's network of providers.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

Here is why you need to tell us:

- We can let you know whether the clinical research study is Medicare-approved.
- We can tell you what services you will get from clinical research study providers instead of from our plan.

If you plan on participating in a clinical research study, contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 5.2 When you participate in a clinical research study, who pays for what?

Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

Original Medicare pays most of the cost of the covered services you receive as part of the study.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will not pay for the new item or service that the study is testing, unless Medicare would cover the item or service even if you were not in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

Do you want to know more?

You can get more information about joining a clinical research study by reading the publication "Medicare and Clinical Research Studies" on the Medicare website (<http://www.medicare.gov>). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution"

Section 6.1 What is a religious nonmedical health care institution?

A religious nonmedical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility care. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious nonmedical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (nonmedical health care services). Medicare will only pay for nonmedical health care services provided by religious nonmedical health care institutions.

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan?

To get care from a religious nonmedical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is "non-excepted."

- "Non-excepted" medical care or treatment is any medical care or treatment that is voluntary and not required by any federal, state, or local law.
- "Excepted" medical treatment is medical care or treatment that you get that is not voluntary or is required under federal, state, or local law.

To be covered by our plan, the care you get from a religious nonmedical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to nonreligious aspects of care.
- If you get services from this institution that are provided to you in your home, we will cover these services only if your condition would ordinarily meet the conditions for coverage of services given by home health agencies that are not religious nonmedical health care institutions.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
 - ◆ You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
 - ◆ – *and* – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

Note: Covered services are subject to the same limitations and cost-sharing required for services provided by network providers as described in Chapters 4 and 12.

SECTION 7. Rules for ownership of durable medical equipment

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment includes items such as oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a provider for use in the home. Certain items, such as prosthetics, are always owned by the member. In this section, we discuss other types of durable medical equipment that must be rented.

In Original Medicare, people who rent certain types of durable medical equipment own the equipment after paying copayments for the item for 13 months. As a member of our plan, however, you usually will not acquire ownership of rented durable medical equipment items no matter how many copayments you make for the item while a member of our plan. Under certain limited circumstances we will transfer ownership of the durable medical equipment item. Call Member Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

What happens to payments you have made for durable medical equipment if you switch to Original Medicare?

If you switch to Original Medicare after being a member of our plan and you did not acquire ownership of the durable medical equipment item while in our plan, you will have to make 13 new consecutive payments for the item while in Original Medicare in order to acquire ownership of the item. Your previous payments while in our plan do not count toward these 13 consecutive payments.

If you made payments for the durable medical equipment item under Original Medicare before you joined our plan, these previous Original Medicare payments also do not count toward the 13 consecutive payments. You will have to make 13 consecutive payments for the item under Original Medicare in order to acquire ownership. There are no exceptions to this case when you return to Original Medicare.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay)

SECTION 1. Understanding your out-of-pocket costs for covered services 43

- Section 1.1 Types of out-of-pocket costs you may pay for your covered services 43
- Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?..... 43
- Section 1.3 Our plan does not allow providers to "balance bill" you 44

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay 45

- Section 2.1 Your medical benefits and costs as a member of our plan..... 45

SECTION 3. What services are not covered by our plan? 94

- Section 3.1 Services we do *not* cover (exclusions) 94

SECTION 1. Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. It includes a Medical Benefits Chart that lists your covered services and shows how much you will pay for each covered service as a member of our plan. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services. In addition, please see Chapters 3, 11, and 12 for additional coverage information, including limitations (for example, coordination of benefits, durable medical equipment, home health care, skilled nursing facility care, and third party liability).

Also, be sure to read the Amendment titled "What You Need to Know – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices" for more information about your additional coverage.

Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- A "**copayment**" is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your copayments.)
- "**Coinsurance**" is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service, unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your coinsurance.)

Some people qualify for state Medicaid programs to help them pay their out-of-pocket costs for Medicare. These "Medicare Savings Programs" include the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), and Qualified Disabled & Working Individuals (QDWI) programs. If you are enrolled in one of these programs, you may still have to pay a copayment for the service, depending upon the rules in your state.

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?

There is a limit to how much you have to pay out-of-pocket each year for in-network medical services that are covered under Medicare Part A and Part B (see the Medical Benefits Chart in Section 2 below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of our plan, the most you will have to pay out-of-pocket for in-network covered Part A and Part B services in 2016 is **\$3,400** for High Option plan members, **\$5,500** for Standard Option or Standard Part B Only Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members. The amounts you pay for copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premiums and for your Part D prescription drugs do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk (*) in the Medical Benefits Chart.

If you reach the maximum out-of-pocket amount of **\$3,400** for High Option plan members, **\$5,500** for Standard Option or Standard Part B Only Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members, you will not have to pay any out-of-pocket costs for the rest of the year for in-network covered Part A and Part B services. However, you must continue to pay your plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 1.3 Our plan does not allow providers to "balance bill" you

As a member of our plan, an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don't pay certain provider charges. Here is how this protection works:

- If your cost-sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost-sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends upon which type of provider you see:
 - ◆ If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate (as determined in the contract between the provider and our plan).
 - ◆ If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
 - ◆ If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for nonparticipating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
- If you believe a provider has "balance billed" you, call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of our plan

The Medical Benefits Chart on the following pages lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare-covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) must be medically necessary. "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered by our plan. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
 - ◆ If you get Medicare-covered services from an out-of-network provider and we do not cover the services, Original Medicare will cover the services. For any services covered by Original Medicare instead of our plan, you must pay Original Medicare's cost-sharing amounts.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in our plan's network. This is called giving you a "referral." Chapter 3 provides more information about getting a referral and the situations when you do not need a referral.
- Some of the services listed in the Medical Benefits Chart are covered only if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from us. Covered services that need approval in advance are marked in the Medical Benefits Chart with a footnote (†). In addition, see Section 2.2 in this chapter and Chapter 3, Section 2.3, for more information about prior authorization, including other services that require prior authorization that are not listed in the Medical Benefits Chart.

Other important things to know about our coverage:

- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay more in our plan than you would in Original Medicare. For others, you pay less. (If you want to know more about the coverage and costs of Original Medicare, look in your **Medicare & You** 2016 handbook. View it online at <http://www.medicare.gov> or ask for a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.)

- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.

Sometimes Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2016, either Medicare or our plan will cover those services.

 You will see this apple next to the preventive services in the Medical Benefits Chart.

Note: The Medical Benefits Chart below describes the medical benefits of the following Kaiser Permanente Medicare Plus plans:

- **High Option.**
- **Standard Option.**
- **Standard Part B Only Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

Medical Benefits Chart

Services that are covered for you	What you must pay when you get these services
<p> Abdominal aortic aneurysm screening</p> <p>A one-time screening ultrasound for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for this preventive screening.</p>
<p>Ambulance services</p> <ul style="list-style-type: none"> Covered ambulance services include fixed wing, rotary wing, and ground ambulance services to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by our plan. †Nonemergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. 	<p>You pay the following per one-way trip, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$150 for High Option plan members. \$225 for Standard Option or Standard Part B Only Option plan members. \$375 for Basic Option or Basic Part B Only Option plan members.
<p> Annual routine physical exams for High Option and both Standard Option plans</p> <p>Routine physical exams are covered if the exam is medically appropriate preventive care in accord with generally accepted professional standards of practice. This exam is covered once every 12 months.</p> <ul style="list-style-type: none"> Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>There is no coinsurance, copayment, or deductible for this preventive care for High Option, Standard Option, or Standard Part B Only Option plan members.</p>
<p> Annual wellness visit</p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Note: Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a "Welcome to Medicare" visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>	
<p> Bone mass measurement†</p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
<p> Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39. • One screening mammogram every 12 months for women age 40 and older. • Clinical breast exams once every 24 months. 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p>Cardiac rehabilitation services†</p> <p>Comprehensive programs for cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's referral. Our plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating well.</p>	
<p> Cardiovascular disease testing†</p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every five years (60 months).</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years.</p>
<p> Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical cancer or have had an abnormal Pap test and are of childbearing age: one Pap test every 12 months. 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>
<p>Chiropractic services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • We cover only manual manipulation of the spine to correct subluxation. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option, Standard Part B Only Option, Basic Option, or Basic Part B Only Option plan members.
<p> Colorectal cancer screening</p> <ul style="list-style-type: none"> • For people 50 and older, the following are covered: <ul style="list-style-type: none"> ◆ Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months. ◆ Fecal occult blood test, every 12 months. • For people at high risk of colorectal cancer, we cover a screening colonoscopy (or screening barium enema as an alternative) every 24 months. 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> For people not at high risk of colorectal cancer, we cover a screening colonoscopy every 10 years (120 months), but not within 48 months of a screening sigmoidoscopy. 	
<p>Dental services for High and both Standard plans*†</p> <ul style="list-style-type: none"> In general, preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are not covered by Original Medicare. However, for High Option, Standard Option, or Standard Part B Only Option plan members, we cover preventive and comprehensive dental care when provided by a participating dental provider as described at the end of this chart under "Dental benefits and fee schedule for High Option, Standard Option, or Standard Part B Only Option plan members" (please refer to that section for details about preventive and comprehensive dental coverage). Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Refer to "Dental benefits and fee schedule" at the end of the Medical Benefits Chart for cost-sharing information for High Option, Standard Option, or Standard Part B Only Option plan members.</p>
<ul style="list-style-type: none"> Accidental dental services: Prompt repair, but not replacement, of sound natural teeth within one year of the accident, when services begin within 60 days of the injury. Note: Injuries incurred while eating or chewing are not covered. <p>Limitations:</p> <ul style="list-style-type: none"> For Maryland or D.C. residents, Health Plan pays up to a \$2,000 maximum benefit per accident (this limit does not apply to residents of Virginia). Services must be provided by a plan provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$20 for High Option plan members. \$40 for Standard Option or Standard Part B Only Option plan members. \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Depression screening</p> <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>Covered items include, but are not limited to: wheelchairs, crutches, hospital bed, IV infusion pump, oxygen equipment, nebulizer, and walker.</p> <p>We cover all medically necessary durable medical equipment covered by Original Medicare. If our supplier in your area does not carry a particular brand or manufacturer, you may ask them if they can special order it for you. The most recent list of suppliers is available on our website at kp.org.</p> <p>You may also obtain any medically necessary durable medical equipment from any supplier that contracts with fee-for-service Medicare (Original Medicare). However, if our plan does not contract with this supplier, you will have to pay the cost-sharing under fee-for-service Medicare.</p>	
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <ul style="list-style-type: none"> • High Option, Standard Option, and Standard Part B Only Option plan members have worldwide emergency care coverage. • Basic Option and Basic Part B Only Option plan members have coverage while inside the United States and its territories. 	<p>\$75 per Emergency Department visit.</p> <p>This copayment does not apply if you are admitted directly to the hospital as an inpatient within 48 hours (it does apply if you are admitted as anything other than an inpatient; for example, it does apply if you are admitted for observation).</p> <p>†If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by our plan and your cost is the cost-sharing you would pay at a network hospital.</p>
<ul style="list-style-type: none"> • For High Option, Standard Option, and Standard Part B Only Option plan members, outpatient prescription drugs prescribed and provided outside the United States as part of covered emergency care are 	<ul style="list-style-type: none"> • For High Option, Standard Option, or Standard Part B Only Option plan members, you pay the following for outpatient

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>covered. These drugs are not covered under the Medicare Part D benefit and payments made for these drugs will not count toward your initial coverage limit or total out-of-pocket costs.</p>	<p>prescription drugs up to a 30-day supply:</p> <ul style="list-style-type: none"> ◆ Generic drug: \$33. ◆ Brand-name drug: \$95. <ul style="list-style-type: none"> ● Not covered for Basic Option or Basic Part B Only Option plan members.
<p> Health and wellness education programs for High and both Standard plans</p> <p>These are programs focused on clinical health conditions such as hypertension, cholesterol, asthma, and special diets. Programs are designed to enrich the health and lifestyles of members include weight management, fitness, and stress management classes at Kaiser Permanente medical centers. They include online recipes, information on a variety of health topics, a health encyclopedia, a drug encyclopedia, online health calculators which help members check their progress to better health, walking, and weight control programs. We offer healthy living seminars conducted by health care professionals, physical activity programs, and health fair activities including preventive care screenings and services that involve working with Kaiser Permanente representatives to complete and review total health assessments. Access to this information as well as online sign-up for classes available in your area can be found at kp.org/myhealth after selecting your region.</p>	<ul style="list-style-type: none"> ● No charge for High Option, Standard Option, or Standard Part B Only Option plan members. ● Not covered for Basic Option or Basic Part B Only Option plan members.
<p>Hearing services†</p> <ul style="list-style-type: none"> ● Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> ● \$20 for High Option plan members. ● \$40 for Standard Option or Standard Part B Only Option plan members. ● \$50 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p> HIV screening</p> <ul style="list-style-type: none"> • For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover one screening exam every 12 months. • For women who are pregnant, we cover up to three screening exams during a pregnancy. 	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered preventive HIV screening.</p>
<p>Home health agency care†</p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Part-time or intermittent skilled nursing and home health aide services. To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week. • Physical therapy, occupational therapy, and speech therapy. • Medical and social services. • Medical equipment and supplies. 	<p>No charge.</p> <p>Note: There is no cost -sharing for home health care services and items provided in accord with Medicare guidelines. However, the applicable cost-sharing listed elsewhere in this Medical Benefits Chart will apply if the item is covered under a different benefit; for example, durable medical equipment not provided by a home health agency.</p>
<p>Home infusion therapy</p> <p>We cover home infusion supplies and drugs if all of the following are true:</p> <ul style="list-style-type: none"> • Your prescription drug is on our Medicare Part D formulary. • We approved your prescription drug for home infusion therapy. • Your prescription is written by a network provider and filled at a network home-infusion pharmacy. 	<p>No charge.</p>
<p>Hospice care for members with Medicare Parts A and B</p>	<p>When you enroll in a Medicare-certified hospice program, your</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have six months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none">• Drugs for symptom control and pain relief.• Short-term respite care.• Home care. <p>*For hospice services and services that are covered by Medicare Part A or B and are related to your terminal prognosis: Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.</p> <p>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need nonemergency, non-urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network:</p> <ul style="list-style-type: none">• If you obtain the covered services from a network provider, you only pay the plan cost-sharing amount for in-network services.• *If you obtain the covered services from an out-of-network provider, you pay the cost-sharing under Fee-for-Service Medicare (Original Medicare). <p>For drugs that may be covered by our plan's Part D benefit: Drugs are never covered by both hospice and our plan at the same time. For more information, please see Chapter 5, Section 9.4, "What if you're in Medicare-certified hospice."</p> <p>Note: If you need nonhospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services. Getting your nonhospice care through</p>	<p>hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not our plan.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>our network providers will lower your share of the costs for the services.</p> <ul style="list-style-type: none"> Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$10 for High Option plan members. \$20 for Standard Option plan members. \$35 for Basic Option plan members.
<p>Hospice care for members with Medicare Part B Only (Standard or Basic Part B Only plans)</p> <ul style="list-style-type: none"> Our plan, rather than Original Medicare, covers hospice care for members who do not have Medicare Part A. Members must receive hospice services from network providers. 	<p>No charge.</p>
<ul style="list-style-type: none"> Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$20 for Standard Part B Only Option plan members. \$35 for Basic Part B Only Option plan members.
<p> Immunizations</p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> Pneumonia vaccine. Flu shots, once a year in the fall or winter. Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B. Other vaccines if you are at risk and they meet Medicare Part B coverage rules. 	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We also cover some vaccines under our Part D prescription drug benefit.</p>	
<p>In addition, we cover the following routine immunization endorsed by the Centers for Disease Control and Prevention (CDC) that is not covered by Medicare Part B:</p> <ul style="list-style-type: none"> • Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under childhood immunizations). 	<p>No charge.</p>
<p>Infertility services for High Option and both Standard Option plan members †</p> <p>Medically necessary services only.</p> <ul style="list-style-type: none"> • Infertility services are not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Inpatient You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members. • \$675 for Standard Option or Standard Part B Only Option plan members. <p>Outpatient surgery You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Part B Only Option plan members. <p>Office visits You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Part B Only Option plan members.</p> <p>Related prescription drugs:</p> <ul style="list-style-type: none"> • 50% coinsurance.
<p>Inpatient hospital care†</p> <p>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>For High Option, Standard Option, or Standard Part B Only Option plan members, there is no limit to the number of medically necessary hospital days or services that are generally and customarily provided by acute care general hospitals.</p> <p>For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Regular nursing services. • Costs of special care units (such as intensive care or coronary care units). • Drugs and medications. • Lab tests. • X-rays and other radiology services. • Necessary surgical and medical supplies. • Use of appliances, such as wheelchairs. • Operating and recovery room costs. • Physical, occupational, and speech language therapy. • Inpatient substance abuse services for medical management of withdrawal symptoms associated with substance abuse (detoxification). 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>†If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would pay at a network hospital.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are at a distant location, you may choose to go locally or distant as long as the local transplant providers are willing to accept the Original Medicare rate. If we provide transplant services at a distant location (outside of the service area) and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Physician services. 	
<p>Note: To be an "inpatient," your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Inpatient mental health care†</p> <p>Covered services include mental health care services that require a hospital stay.</p> <ul style="list-style-type: none"> • We cover up to 190-days per lifetime for inpatient stays in a Medicare-certified psychiatric hospital. The number 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>of covered lifetime hospitalization days is reduced by the number of inpatient days for mental health treatment previously covered by Medicare in a psychiatric hospital.</p> <ul style="list-style-type: none"> • The 190-day limit does not apply to mental health stays in a psychiatric unit of a general hospital. • For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period. 	<p>subsequent covered hospital stays within the same benefit period).</p> <ul style="list-style-type: none"> • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Inpatient services covered during a noncovered inpatient stay†</p> <p>If you have exhausted your inpatient mental health or skilled nursing facility (SNF) benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient or SNF stay. However, in some cases, we will cover certain services you receive while you are in the hospital or SNF.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Physician services. • Physical therapy, speech therapy, and occupational therapy. • Radium, and isotope therapy, including technician materials and services 	<p>You pay the following for covered outpatient services and other items covered under Medicare Part B depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
Basic Option or Basic Part B Only Option plan members.	
<ul style="list-style-type: none"> • Diagnostic tests (like lab tests). • X-ray. 	No charge.
<ul style="list-style-type: none"> • Surgical dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	20% coinsurance.
<ul style="list-style-type: none"> • Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices. • Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes (including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition). 	20% coinsurance.
<p>Medical foods</p> <p>Coverage is provided for medical foods and modified food products.</p>	25% coinsurance.
<p> Medical nutrition therapy†</p> <p>This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor.</p> <p>We cover three hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare health plan, or Original Medicare), and two hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew his or her referral yearly if your treatment is needed into the next calendar year.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered medical nutrition therapy services.</p>
<p>Medicare Part B prescription drugs</p> <p>These drugs are covered under Part B of Original Medicare.</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services. • Certain oral anti-cancer drugs and anti-nausea drugs. • Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa). • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Drugs you take using durable medical equipment (such as nebulizers) that were authorized by our plan. • Clotting factors you give yourself by injection if you have hemophilia. • Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant. • Antigens. • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases. <p>Chapter 5 explains the Part D prescription drug benefit, including rules you must follow to have prescriptions covered. What you pay for your Part D prescription drugs through our plan is explained in Chapter 6.</p>	<p>For all other Medicare Part B prescription drugs, you pay the following, depending upon the plan in which you are enrolled and the type of pharmacy and drug:</p> <p>Network pharmacy located at a Kaiser Permanente facility or our mail order pharmacy up to a 30-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ♦ \$15 for High Option, Standard Option, or Standard Option Part B Only plan members. ♦ \$17 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ♦ \$42 for High Option, Standard Option, or

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Standard Option Part B Only plan members.</p> <ul style="list-style-type: none"> ◆ \$45 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy (an affiliated pharmacy) up to a 30-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$20 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$47 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$50 for Basic Option or Basic Part B Only Option plan members. <p>Mail-order pharmacy up to a 90-day supply</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$30 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$84 for High Option, Standard Option, or Standard Option Part B Only plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$90 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy up to a 90-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$45 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$51 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$126 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$135 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy up to a 90-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$60 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$102 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$141 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$150 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Morbid obesity†</p> <p>We cover diagnosis and treatment of morbid obesity that is recognized by the National Institutes of Health and is consistent with guidelines approved by the National Institutes of Health. BMI means a practical marker that is used to assess the degree of obesity and is calculated by dividing the weight in kilograms divided by height in meters squared.</p> <p>You must be at least 18 years of age or older and have either:</p> <ul style="list-style-type: none"> • A body mass index (BMI) of 50 or greater or • A BMI of 35 up to 49.9 when a combination of the following severe or life threatening conditions are also present: <ul style="list-style-type: none"> ◆ Sleep apnea. ◆ Diabetes. ◆ Degenerative joint disease of weight-bearing joints. ◆ Hypertension. ◆ Congestive heart failure and/or cardiomyopathy. ◆ Other severe or life threatening conditions directly related to obesity, when recommended by your plan provider. <p>Note: You will need to meet the above qualifications before your plan provider will refer you to our bariatric surgery program. This program may refer you to other plan providers to determine if you meet the additional criteria necessary for bariatric surgery, including nutritional, psychological, medical and social readiness for surgery. Final approval for surgical treatment will be required from the plan-designated physician.</p>	<p>Inpatient</p> <p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Part B Only Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Office visits</p> <p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Standard Option or Standard Part B Only Option plan members.</p> <ul style="list-style-type: none"> • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies†</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays. • Laboratory tests. • Electrocardiograms and electroencephalograms. • Blood – including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. <hr/> <ul style="list-style-type: none"> • Radiation (radium and isotope) therapy, including technician materials and supplies. 	<p>No charge.</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Option Part B Only plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$60 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Surgical supplies, such as dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Interventional radiology. • Other outpatient diagnostic tests. <ul style="list-style-type: none"> ◆ Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. 	<p>You pay the following per procedure, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option plan members. • \$100 for Standard Option or Standard Option Part B Only plan members. • 20% coinsurance for Basic Option or Basic Option Part B Only plan members.
<p>Outpatient hospital services†</p> <p>We cover medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery. 	<p>Emergency Department</p> <ul style="list-style-type: none"> • \$75 per visit. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • X-rays and other radiology services billed by the hospital. • Laboratory tests billed by the hospital. • Blood transfusion (administration). 	<p>No charge when received as part of the outpatient visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Certain drugs and biologicals that you can't give yourself. • 	
<ul style="list-style-type: none"> • Medical supplies such as splints and casts. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Certain screenings and preventive services. 	<p>No charge for preventive services that are covered at no cost under Original Medicare.</p>
<ul style="list-style-type: none"> • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it. 	<p>You pay the following per day, for partial hospitalization depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option or Standard Part B Only Option plan members. • \$55 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Dental anesthesia and related hospital or ambulatory facility charges are covered when provided in conjunction with dental care to a member who is: <ul style="list-style-type: none"> ◆ seven years of age or younger or is developmentally disabled; and ◆ an individual for whom a successful result cannot be expected from care provided under local anesthesia because of a physical, intellectual, or other medically compromising condition; and ◆ an individual for whom a superior result can be expected from dental care provided under general anesthesia; or ◆ an extremely uncooperative, fearful, or uncommunicative child who is 17 years of age or younger with dental needs of such magnitude that treatment should not be delayed or deferred; and ◆ an individual for whom lack of treatment can be expected to result in oral pain, infection, loss of teeth, or other increased oral or dental morbidity; or 	<p>Outpatient surgery</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Note: If the procedure results in a situation that requires hospitalization and you are admitted as an inpatient, the cost-sharing for inpatient care would also apply (see "Inpatient hospital care")</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>◆ an adult age 17 and older when the Member's medical condition (e.g., heart disease, hemophilia) requires that dental service be performed in a hospital or ambulatory surgical center for the safety of the member.</p> <hr/> <p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	<p>section in this Medical Benefits Chart for cost-sharing information).</p>
<p>Outpatient mental health care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option or Standard Part B Only Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient rehabilitation services†</p> <ul style="list-style-type: none"> • Covered services include: physical therapy, occupational therapy, and speech language therapy. • Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs). 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option, Standard Part B Only Option, Basic Option, or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Outpatient substance abuse services† Treatment for substance abuse is covered if medically necessary and reasonable for the patient's condition.</p>	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option or Standard Part B Only Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers†</p> <p>Note: If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p>Partial hospitalization services† "Partial hospitalization" is a structured program of active psychiatric treatment, provided in a hospital outpatient setting or by a community mental health center that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.</p> <p>Note: Because there are no community mental health centers in our network, we cover partial hospitalization only in a hospital outpatient setting.</p>	<p>You pay the following per day, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option or Standard Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$55 for Basic Option or Basic Part B Only Option plan members.
<p>Physician/practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location. • †Consultation, diagnosis, and treatment by a specialist. • †Basic hearing and balance exams performed by a PCP or specialist, if your doctor orders it to see if you need medical treatment. • Second opinion by another network provider prior to surgery. • †Nonroutine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician). • †Family planning and consultation services. • Allergy consultations and evaluations†. • †Allergy testing and treatment. • †Allergy injections. • House calls. • Postpartum care. • †Prenatal care. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Allergy serum. • For High Option and both Standard Option plans, interactive video visits for professional services when care can be provided in this format as determined by a plan provider. • For High Option and both Standard Option plans, scheduled telephone appointment visits for professional 	<p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>services when care can be provided in this format as determined by a plan provider.</p> <ul style="list-style-type: none"> ◆ Interactive video and scheduled telephone appointment visits are not covered for Basic Option or Basic Part B Only Option plan members 	
<p>Podiatry services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). • Routine foot care for members with certain medical conditions affecting the lower limbs. 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam. • Prostate Specific Antigen (PSA) test. 	<p>There is no coinsurance, copayment, or deductible for an annual digital rectal exam or PSA test.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Prosthetic devices and related supplies† Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to: colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery (see "Vision care" later in this section for more detail).</p>	<ul style="list-style-type: none"> • 20% coinsurance for external prosthetic or orthotic devices and supplies, including wound care supplies. • No charge for surgically implanted internal devices.
<p>Pulmonary rehabilitation services Comprehensive programs for pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Screening and counseling to reduce alcohol misuse We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent. If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to two individual 20- to 30-minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>	<p>counseling to prevent STIs preventive benefit.</p>
<p>Services to treat kidney disease and conditions†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments). • Home dialysis equipment and supplies. • Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply). 	<p>No charge.</p>
<ul style="list-style-type: none"> • Outpatient dialysis treatments. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option, Standard Option, or Standard Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care). <p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B drugs, please go to the section called "Medicare Part B prescription drugs."</p>	<ul style="list-style-type: none"> \$30 for Basic Option or Basic Part B Only Option plan members. <p>No additional charge for services received during a hospital stay. Refer to the "Inpatient hospital care" section of this Medical Benefits Chart for the cost-sharing applicable to inpatient stays.</p>
<p>Skilled nursing facility (SNF) care† (For a definition of "skilled nursing facility care," see Chapter 12 of this booklet. Skilled nursing facilities are sometimes called "SNFs.")</p> <p>We cover up to 100 days per benefit period of skilled inpatient services in a skilled nursing facility in accord with Medicare guidelines (a prior hospital stay is not required).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> Semiprivate room (or a private room if medically necessary). Meals, including special diets. Skilled nursing services. Physical therapy, occupational therapy, and speech therapy. Drugs administered to you as part of your plan of care (this includes substances that are naturally present in the body, such as blood clotting factors). Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> No charge for days 1–20 for all plans. \$110 per day, for days 21–100 for High Option plan members. \$150 per day, for days 21–100 for Standard Option or Standard Part B Only Option plan members. \$160 per day, for days 21–100 for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>someone else. All other components of blood are covered beginning with the first pint used.</p> <ul style="list-style-type: none"> • Medical and surgical supplies ordinarily provided by SNFs. • Laboratory tests ordinarily provided by SNFs. • X-rays and other radiology services ordinarily provided by SNFs. • Use of appliances such as wheelchairs ordinarily provided by SNFs. • Physician/practitioner services. 	<p>sharing will continue until the benefit period ends.</p>
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</p> <p>If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost-sharing. Each counseling attempt includes up to four face-to-face visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p>Urgently needed services</p> <p>Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <ul style="list-style-type: none"> • Inside our service area: You must obtain urgent care from network providers, unless our provider network is temporarily unavailable or inaccessible due to an unusual and extraordinary circumstance (for example, major disaster). 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$65 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Outside our service area: You have urgent care coverage when you travel if you need medical attention right away for an unforeseen illness or injury and you reasonably believed that your health would seriously deteriorate if you delayed treatment until you returned to our service area. • High Option, Standard Option, and Standard Part B Only Option plan members have worldwide urgent care coverage. • Basic Option and Basic Part B Only Option plan members have urgent care coverage while inside the United States and its territories. <p>See Chapter 3, Section 3, for more information.</p>	<p>Emergency Department \$75 per Emergency Department visit.</p>
<p>Vision care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. However, for High Option and both Standard Option plans, we cover routine eye exams (eye refraction exams) to determine the need for vision correction and to provide a prescription for eyeglass lenses. <ul style="list-style-type: none"> ◆ (Routine eye exams are not covered under either Basic plan.) 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • 🍏 For people who are at high risk of glaucoma, such as people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older: glaucoma screening once per year. 	<p>No charge.</p>
<ul style="list-style-type: none"> • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) 	<p>20% coinsurance.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Corrective lenses/frames (and replacements) needed after a cataract removal without a lens implant. <p>Note: Members may request insertion of presbyopia-correcting intraocular lenses (IOLs) in place of a conventional IOL following cataract surgery. The member is responsible for payment of that portion of the charge for the IOL and associated services that exceed the charge for insertion of a conventional IOL following cataract surgery.</p>	
<p>*Additional eyewear benefits for High Option, Standard Option, or Standard Part B Only Option members:</p> <ul style="list-style-type: none"> • Eyeglass lenses: Regular eyeglass lenses, including add-ons. Regular eyeglass lenses are any lenses with a refractive value or a balance lens if only one eye needs correction. • Eyeglass frames: Eyeglass frames, including the mounting of eyeglass lenses in the frame, original fitting of the frames, and subsequent adjustment. 	<ul style="list-style-type: none"> • 75% of Plan Charges per calendar year for High Option, Standard Option, or Standard Part B Only Option members. • Not covered for Basic Option or Basic Option B Only plan members.
<ul style="list-style-type: none"> • Contact lenses: Coverage for the initial purchase of contact lenses only for the first time you are examined for contact lenses at a Kaiser Permanente facility. This discount includes: Fitting of contact lenses, initial pair of lenses, training for the insertion and removal of contact lens, and three months of follow-up visits. 	<ul style="list-style-type: none"> • 85% of Plan Charges per calendar year for High Option, Standard Option, or Standard Part B Only Option members. • Not covered for Basic Option or Basic Option B Only plan members.
<p> "Welcome to Medicare" preventive visit</p> <p>Our plan covers the one-time "Welcome to Medicare" preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p>Important: We cover the "Welcome to Medicare" preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" preventive visit.</p>	<p>There is no coinsurance, copayment, or deductible for the "Welcome to Medicare" preventive visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
Note: Refer to Chapter 1 (Section 7) and Chapter 11 for information about coordination of benefits that applies to all covered services described in this Medical Benefits Chart.	
Dental benefits and fee schedule for High Option, Standard Option, or Standard Part B Only Option plan members*†	
Note: Dental benefits are not covered for Basic Option or Basic Option B Only plan members.	
General terms and conditions	
<ul style="list-style-type: none">• Subject to the terms, conditions, limitations, and exclusions specified in this Kaiser Permanente Medicare Plus Evidence of Coverage including Chapter 12, "Definitions of Important Words," you may receive Covered Dental Services from Participating Dental Providers.• Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. has entered into an Agreement with Dental Administrator to provide Covered Dental Services through Participating Dental Providers.• Only the dental procedures listed in the dental fee schedule below are covered dental services. When you receive any of the listed procedures from a Participating Dental Provider, you will pay the fee listed for that service. The Participating Dental Provider has agreed to accept that fee as payment in full for that procedure. Neither Kaiser Permanente nor Dental Administrator is liable for payment of these fees or for any fees incurred as the result of receipt of a non-Covered Dental Service.• You will receive a list of Participating Dental Providers from the Health Plan or Dental Administrator. You should select a Participating Dental Provider "general dentist" from whom you and your family members will receive Covered Preventive Dental Services and other Covered Dental Services. Family members may use different Participating Dental Providers. Specialty care is also available should that be required; however, you must be referred to a Participating Dental Provider specialist by your general dentist. Your fees are usually higher for care received by a specialist. Please refer to the attached dental fee schedule for those discounted fees.• You may obtain a list of Participating Dental Providers by contacting Dental Administrator or our Member Services Department at the following numbers:<ul style="list-style-type: none">◆ Within the Washington, D.C. Metropolitan Service Area: 1-888-777-5536. Seven days a week, 8 a.m. to 8 p.m.◆ Outside the Washington, D.C. Metropolitan Service Area: (toll free) 1-888-777-5536. TTY users call 711.• Dental Administrator (DOMINION Dental Services USA, Inc.): Health Plan has entered into an agreement with DOMINION Dental Services USA, Inc. to provide Covered Dental Services as described in this section. For assistance concerning dental coverage questions, or for help finding a Participating Dental Provider, DOMINION Member Services specialists are available Monday through Friday from 7:30 a.m. to 6:00 p.m., or you may call the following numbers:	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> ◆ Within the Washington, D.C. Metropolitan Service Area: 703-518-5338. ◆ Outside the Washington, D.C. Metropolitan Service Area (toll free): 1-888-518-5338. ◆ TTY users call 1-800-688-4889. Hearing impaired members may also use the Internet at www.IP-RELAY.com ● DOMINION's Integrated Voice Response System is available 24 hours a day for information about Participating Dental Providers in your area, or to help you select a Participating Dental Provider. The most up-to-date list of Participating Dental Providers can be found at the following website: www.dominiondental.com/Kaiserdentists ● DOMINION also provides many other secure features online at www.dominiondental.com. 	
<p>Dental emergencies outside the service area*</p> <p>When a dental emergency occurs outside the service area, Dental Administrator will reimburse you for the reasonable charges for Covered Dental Services that may be provided, less any discounted fee, upon proof of payment, not to exceed \$50 per incident. Coverage is provided for emergency dental treatment as may be required to alleviate pain, bleeding, or swelling. You must receive all post-emergency care from a Participating Dental Provider.</p>	
<p>Discounted schedule of fees \$30 preventive plan</p> <p>Procedures not shown in this list are not covered. Refer to the description of your dental benefit for a complete description of the terms and conditions of your covered benefit.</p> <p>Fees quoted in the "You pay to Dentist" column apply only when performed by a participating general dentist. If specialty care is required, your general dentist must refer you to a participating specialist.</p> <p>FC \$30: You pay a combined fixed copayment of \$30 for any visit during which one or more of the following procedures are performed: (a) an oral exam (D0120, D0140, D0150, D0170 or D0180); (b) X-rays (D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0273, D0274, D0277, D0340 or D0350); (c) a pulp vitality test (D0460); (d) a diagnostic cast (D0470); (e) a routine cleaning (D1110); (f) fluoride application (D1206 or D1208); or (g) you are given oral hygiene instructions (D1310, D1320 or D1330). You pay a separate fee for any other procedure performed.</p> <p>Coverage for periodic oral exams, prophylaxes (cleanings) and fluoride applications is limited to two times per plan year.</p>	

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
Diagnostic Services			

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D0120	Periodic oral evaluation	FC \$30	Not covered
D0140	Limited oral evaluation - problem focused	FC \$30	Not covered
D0150	Comprehensive oral evaluation - new or established patient	FC \$30	Not covered
D0170	Re-evaluation - limited, problem focused	FC \$30	Not covered
D0180	Comprehensive periodontal evaluation - new or established patient - not in conjunction with D0150 and limited to once per 18 months	FC \$30	Not covered
D0210	Intraoral - complete series (including bitewings)	\$54	\$69
D0220	Intraoral - periapical first film	FC \$30	\$14
D0230	Intraoral - periapical each additional film	FC \$30	\$11
D0240	Intraoral - occlusal film	FC \$30	\$21
D0250	Extraoral - first film	FC \$30	\$26
D0260	Extraoral - each additional film	FC \$30	\$22
D0270	Bitewing - single film	FC \$30	\$14
D0272	Bitewings - two films	FC \$30	\$21
D0273	Bitewings - three films	FC \$30	\$28
D0274	Bitewings - four films	FC \$30	\$31
D0277	Vertical bitewings - 7 to 8 films	FC \$30	\$47
D0330	Panoramic film	\$43	\$55
D0340	Cephalometric film	FC \$30	\$55
D0350	Oral/facial photographic images	FC \$30	\$29
D0460	Pulp vitality tests	FC \$30	\$35
D0470	Diagnostic casts (not in conjunction with Orthodontics)	FC \$30	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
Preventive Services			
D1110	Prophylaxis (cleaning) - adult	FC \$30	Not covered
D1110*	Additional cleaning – beyond benefit limitation	\$40	\$40
D1206	Topical fluoride varnish for moderate/high risk caries patients	FC \$30	Not covered
D1208	Topical application of fluoride	FC\$30	Not covered
D1310	Nutritional counseling for control of dental disease	FC \$30	Not covered
D1320	Tobacco counseling for control and prev. of oral disease	FC \$30	Not covered
D1330	Oral hygiene instructions	FC \$30	Not covered
D1352	Prev resin rest. mod/high caries risk – perm. tooth	\$30	Not covered
Restorative Services			
D2140	Amalgam - one surface, primary or permanent	\$68	Not covered
D2150	Amalgam - two surfaces, primary or permanent	\$88	Not covered
D2160	Amalgam - three surfaces, primary or permanent	\$105	Not covered
D2161	Amalgam - four or more surfaces, primary or permanent	\$126	Not covered
D2330	Resin-based composite - one surface, anterior	\$83	Not covered
D2331	Resin-based composite - two surfaces, anterior	\$105	Not covered
D2332	Resin-based composite - three surfaces, anterior	\$129	Not covered
D2335	Resin-based composite - four or more surfaces or involving incisal angle (anterior)	\$163	Not covered
D2390	Resin-based composite crown, anterior	\$216	Not covered
D2391	Resin-based composite - one surface, posterior	\$108	Not covered
D2392	Resin-based composite - two surfaces, posterior	\$143	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2393	Resin-based composite - three surfaces, posterior	\$179	Not covered
D2394	Resin-based composite - four or more surfaces, posterior	\$204	Not covered
D2510	Inlay - metallic - one surface	\$493	Not covered
D2520	Inlay - metallic - two surfaces	\$556	Not covered
D2530	Inlay - metallic - three or more surfaces	\$604	Not covered
D2542	Onlay – metallic - two surfaces	\$641	Not covered
D2543	Onlay – metallic - three surfaces	\$653	Not covered
D2544	Dental onlay metl 4/more surfaces	\$657	Not covered
D2610	Inlay - porcelain/ceramic - one surface	\$541	Not covered
D2620	Inlay - porcelain/ceramic - two surfaces	\$576	Not covered
D2630	Inlay - porcelain/ceramic - three or more surfaces	\$665	Not covered
D2642	Onlay - porcelain/ceramic - two surfaces	\$616	Not covered
D2643	Onlay - porcelain/ceramic - three surfaces	\$666	Not covered
D2644	Dental onlay porc 4/more surfaces	\$710	Not covered
D2650	Inlay - resin-based composite - one surface	\$498	Not covered
D2651	Inlay - resin-based composite - two surfaces	\$538	Not covered
D2652	Inlay - resin-based composite - three or more surfaces	\$699	Not covered
D2662	Onlay - resin-based composite - two surfaces	\$568	Not covered
D2663	Onlay - resin-based composite - three surfaces	\$699	Not covered
D2664	Onlay - resin-based composite - ≥ 4 surfaces	\$662	Not covered
D2710	Crown - resin (indirect)	\$277	Not covered
D2712	Crown 3/4 resin-based composite (exclusive of veneers)	\$255	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2720	Crown - resin with high noble metal	\$675	Not covered
D2721	Crown - resin with predominantly base metal	\$601	Not covered
D2722	Crown - resin with noble metal	\$628	Not covered
D2740	Crown - porcelain/ceramic substrate	\$741	Not covered
D2750	Crown - porcelain fused to high noble metal	\$755	Not covered
D2751	Crown - porcelain fused to predominantly base metal	\$653	Not covered
D2752	Crown - porcelain fused to noble metal	\$679	Not covered
D2780	Crown - 3/4 cast high noble metal	\$724	Not covered
D2781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D2782	Crown - 3/4 cast noble metal	\$611	Not covered
D2783	Crown - 3/4 porcelain/ceramic	\$628	Not covered
D2790	Crown - full cast high noble metal	\$675	Not covered
D2791	Crown - full cast predominantly base metal	\$601	Not covered
D2792	Crown - full cast noble metal	\$628	Not covered
D2794	Crown - titanium	\$679	Not covered
D2910	Recement inlay	\$68	Not covered
D2920	Recement crown	\$68	Not covered
D2932	Prefabricated resin crown	\$254	Not covered
D2940	Sedative filling	\$77	Not covered
D2950	Core buildup, including any pins	\$172	Not covered
D2951	Pin retention - per tooth, in addition to restoration	\$40	Not covered
D2952	Cast post and core in addition to crown	\$252	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2954	Prefabricated post and core in addition to crown	\$224	Not covered
D2955	Post removal (not in conj. with endo. therapy)	\$194	Not covered
D2970	Temporary crown (fractured tooth)	\$188	Not covered
D2980	Crown repair, by report	\$138	Not covered
Endodontic Services			
D3110	Pulp cap - direct (excluding final restoration)	\$47	Not covered
D3120	Pulp cap - indirect (excluding final restoration)	\$47	Not covered
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	\$104	\$122
D3221	Pulpal debridement, prim. and perm. teeth	\$126	Not covered
D3310	Anterior (excluding final restoration)	\$439	\$505
D3320	Bicuspid (excluding final restoration)	\$525	\$604
D3330	Molar (excluding final restoration)	\$687	\$789
D3333	Internal root repair of perforation defects	Not covered	\$225
D3346	Retreatment of previous root canal therapy - anterior	Not covered	\$609
D3347	Retreatment of previous root canal therapy - bicuspid	Not covered	\$812
D3348	Retreatment of previous root canal therapy - molar	Not covered	\$1,047
D3410	Apicoectomy/periradicular surgery - anterior	\$422	\$524
D3421	Apicoectomy/periradicular surgery - bicuspid (first root)	\$471	\$655
D3425	Apicoectomy/periradicular surgery - molar (first root)	\$518	\$687
D3426	Apicoectomy/periradicular surgery (each additional root)	\$314	\$371
D3427	Periradicular surg. w/o apicoectomy	\$402	\$504

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D3430	Retrograde filling - per root	\$118	\$295
D3450	Root amputation - per root	\$205	\$330
D3920	Hemisection (including any root removal), not including root canal therapy	\$258	\$305
D3950	Canal prep/fitting of preformed dowel or post	\$154	\$216
Periodontic Services			
D4210	Gingivectomy or gingivoplasty - four or more contiguous teeth per quadrant	\$372	\$439
D4211	Gingivectomy or gingivoplasty - one to three teeth, per quadrant	\$161	\$190
D4240	Gingival flap procedure, including root planing - four or more contiguous teeth	\$479	\$566
D4241	Gingival flap procedure, including root planing - one to three teeth, per quadrant	\$121	\$239
D4260	Osseous surgery (including flap entry and closure) - four or more per quadrant	\$709	\$836
D4261	Osseous surgery (including flap entry and closure) - one to three teeth, per quadrant	\$452	\$534
D4268	Surgical revision procedure, per tooth	\$389	\$562
D4274	Distal or proximal wedge procedure	\$329	\$466
D4341	Periodontal scaling and root planing - four or more contiguous teeth or bounded teeth spaces per quadrant	\$137	\$194
D4342	Periodontal scaling and root planing - one to three teeth, per quadrant	\$99	\$117
D4355	Full mouth debridement to enable comprehensive evaluation and diagnosis	\$121	\$175
D4381	Localized delivery of chemotherapeutic agents	\$33	\$44

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D4910	Periodontal maintenance	\$83	\$110
Prosthetics - Removable			
D5110	Complete denture - maxillary	\$845	Not covered
D5120	Complete denture - mandibular	\$845	Not covered
D5130	Immediate denture - maxillary	\$910	Not covered
D5140	Immediate denture - mandibular	\$910	Not covered
D5211	Maxillary partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5212	Mandibular partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5225	Maxillary partial denture	\$904	Not covered
D5226	Mandibular partial denture	\$1,004	Not covered
D5281	Removable unilateral partial denture - one piece cast metal (including clasps and teeth)	\$510	Not covered
D5410	Adjust complete denture - maxillary	\$79	Not covered
D5411	Adjust complete denture - mandibular	\$79	Not covered
D5421	Adjust partial denture - maxillary	\$79	Not covered
D5422	Adjust partial denture - mandibular	\$79	Not covered
D5510	Repair broken complete denture base	\$101	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D5520	Replace missing or broken teeth - complete denture (each tooth)	\$77	Not covered
D5610	Repair resin denture base	\$102	Not covered
D5620	Repair cast framework	\$147	Not covered
D5630	Repair or replace broken clasp	\$139	Not covered
D5640	Replace broken teeth - per tooth	\$88	Not covered
D5650	Add tooth to existing partial denture	\$131	Not covered
D5660	Add clasp to existing partial denture	\$160	Not covered
D5670	Replace all teeth and acrylic on cast metal framework (maxillary)	\$559	Not covered
D5671	Replace all teeth and acrylic on cast metal framework (mandibular)	\$559	Not covered
D5710	Rebase complete maxillary denture	\$344	Not covered
D5711	Rebase complete mandibular denture	\$331	Not covered
D5720	Rebase maxillary partial denture	\$265	Not covered
D5721	Rebase mandibular partial denture	\$265	Not covered
D5730	Reline complete maxillary denture (chairside)	\$214	Not covered
D5731	Reline complete mandibular denture (chairside)	\$215	Not covered
D5740	Reline maxillary partial denture (chairside)	\$212	Not covered
D5741	Reline mandibular partial denture (chairside)	\$212	Not covered
D5750	Reline complete maxillary denture (laboratory)	\$260	Not covered
D5751	Reline complete mandibular denture (laboratory)	\$258	Not covered
D5760	Reline maxillary partial denture (laboratory)	\$250	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D5761	Reline mandibular partial denture (laboratory)	\$249	Not covered
D5810	Interim complete denture (maxillary)	\$549	Not covered
D5811	Interim complete denture (mandibular)	\$400	Not covered
D5820	Interim partial denture (maxillary)	\$424	Not covered
D5821	Interim partial denture (mandibular)	\$429	Not covered
D5850	Tissue conditioning, maxillary	\$120	Not covered
D5851	Tissue conditioning, mandibular	\$121	Not covered
Prosthetics - Fixed			
D6000- D6199	ALL IMPLANT SERVICES - 15% DISCOUNT (incl. D0360-D0363 cone beam imaging w/ implants)		
D6210	Pontic - cast high noble metal	\$610	Not covered
D6211	Pontic - cast predominantly base metal	\$624	Not covered
D6212	Pontic - cast noble metal	\$586	Not covered
D6214	Pontic - titanium	\$571	Not covered
D6240	Pontic - porcelain fused to high noble metal	\$755	Not covered
D6241	Pontic - porcelain fused to predominantly base metal	\$653	Not covered
D6242	Pontic - porcelain fused to noble metal	\$679	Not covered
D6245	Pontic – porcelain/ceramic	\$741	Not covered
D6250	Pontic - resin with high noble metal	\$745	Not covered
D6251	Pontic - resin with predominantly base metal	\$707	Not covered
D6252	Pontic - resin with noble metal	\$717	Not covered
D6545	Retainer - cast metal for resin bonded fixed prosthesis	\$270	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D6548	Retainer. - porcelain/ceramic for resin bonded fixed prosthesis	\$481	Not covered
D6600	Inlay - porcelain/ceramic, two surfaces	\$400	Not covered
D6601	Inlay - porcelain/ceramic, ≥ 3 surfaces	\$426	Not covered
D6602	Inlay - cast high noble metal, two surfaces	\$422	Not covered
D6603	Inlay - cast high noble metal, three or more surfaces	\$468	Not covered
D6604	Inlay - cast predominantly base metal, two surfaces	\$422	Not covered
D6605	Inlay - cast predominantly base metal, three or more surfaces	\$404	Not covered
D6606	Inlay - cast noble metal, two surfaces	\$384	Not covered
D6607	Inlay - cast noble metal, three or more surfaces	\$426	Not covered
D6608	Onlay -porcelain./ceramic, two surfaces	\$437	Not covered
D6609	Onlay - porcelain./ceramic, three or more surfaces	\$458	Not covered
D6610	Onlay - cast high noble metal, two surfaces	\$501	Not covered
D6611	Onlay cast high noble metal ≥ 3 surfaces	\$548	Not covered
D6612	Onlay - cast predominantly base metal, two surfaces	\$431	Not covered
D6613	Onlay - cast predominantly base metal, three or more surfaces	\$478	Not covered
D6614	Onlay - cast noble metal, two surfaces	\$454	Not covered
D6615	Onlay cast noble metal ≥ 3 surfaces	\$501	Not covered
D6624	Inlay - titanium	\$468	Not covered
D6634	Onlay - titanium	\$548	Not covered
D6720	Crown - resin with high noble metal	\$747	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D6721	Crown - resin with predominantly base metal	\$666	Not covered
D6722	Crown - resin with noble metal	\$696	Not covered
D6740	Crown – Porcelain/ceramic	\$741	Not covered
D6750	Crown - porcelain fused to high noble metal	\$639	Not covered
D6751	Crown - porcelain fused to predominantly base metal	\$571	Not covered
D6752	Crown - porcelain fused to noble metal	\$599	Not covered
D6780	Crown - 3/4 cast high noble metal	\$724	Not covered
D6781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D6782	Crown - 3/4 cast noble metal	\$578	Not covered
D6783	Crown - 3/4 porc./ceramic	\$808	Not covered
D6790	Crown - full cast high noble metal	\$675	Not covered
D6791	Crown - full cast predominantly base metal	\$601	Not covered
D6792	Crown - full cast noble metal	\$628	Not covered
D6794	Crown - titanium	\$679	Not covered
D6930	Recement fixed partial denture	\$88	Not covered
D6940	Stress breaker	\$205	Not covered
D6975	Coping - metal	\$431	Not covered
D6980	Fixed partial denture repair, by report	\$206	Not covered
Oral Surgery			
D7111	Coronal remnants - deciduous tooth	\$72	\$85
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	\$83	\$97

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D7210	Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth	\$149	\$176
D7220	Removal of impacted tooth - soft tissue	\$183	\$216
D7230	Removal of impacted tooth - partially bony	\$250	\$295
D7240	Removal of impacted tooth - completely bony	\$295	\$347
D7241	Removal of impacted tooth - completely bony, with unusual surg. complications	\$363	\$429
D7250	Surgical removal of residual tooth roots (cutting procedure)	\$167	\$199
D7270	Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	\$279	\$330
D7280	Surgical access of an unerupted tooth	\$312	\$369
D7282	Mobiliz. of erupted or malpos. tooth-aid erup	\$96	\$210
D7285	Biopsy of oral tissue - hard (bone, tooth)	\$196	\$231
D7286	Biopsy of oral tissue - soft (all others)	\$184	\$216
D7291	Transseptal fiberotomy/supra crestal fiberotomy, by report	\$142	\$169
D7310	Alveoloplasty in conjunction with extractions - per quadrant	\$150	\$177
D7311	Alveoloplasty in conjunction with extractions	\$130	\$154
D7320	Alveoloplasty not in conjunction with extractions – per quadrant	\$193	\$227
D7321	Alveoloplasty not in conjunction with extractions	\$40	\$84
D7471	Removal of lateral exostosis	\$314	\$370
D7472	Removal of torus palatinus	\$263	\$311
D7473	Removal of torus mandibularis	\$271	\$320

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D7485	Surgical reduction of osseous tuberosity	\$297	\$351
D7510	Incision and drainage of abscess - intraoral soft tissue	\$108	\$127
D7511	Incision and drainage of abscess - intraoral	\$226	\$260
D7910	Suture of recent small wounds up to 5 cm	\$246	\$290
D7960	Frenulectomy (frenectomy or frenotomy) - separate procedure	\$226	\$314
D7963	Frenuloplasty	\$99	\$245
D7970	Excision of hyperplastic tissue - per arch	\$456	\$539
D7971	Excision of pericoronal gingiva	\$225	\$265
D7972	Surgical reduction of fibrous tuberosity	\$78	\$185
Orthodontics			
D8090	Comprehensive orthodontic treatment of the adult dentition	Not covered	\$3,658
D8660	Pre-orthodontic treatment visit	Not covered	\$413
D8670	Periodic orthodontic treatment visit (as part of contract)	Not covered	\$118
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	Not covered	\$516
Additional Procedures			
D9110	Palliative (emergency) treatment of dental pain - minor procedure	\$30	\$75
D9210	Local anesthesia not in conjunction with operative or surgical procedures	\$0	Not covered
D9211	Regional block anesthesia	\$0	Not covered
D9212	Trigeminal division block anesthesia	\$0	Not covered
D9215	Local anesthesia	\$0	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D9220	Deep sedation/general anesth - first 30 minutes	\$80	\$277
D9221	Deep sedation/general anesth - each addtl. 15 minutes	\$40	\$100
D9230	Analgesia, anxiolysis, inhalation of nitrous oxide	\$36	\$41
D9241	Intrav conscious sed./analgesia - first 30 minutes	\$121	\$272
D9242	Intrav conscious sed./analgesia - each addtl. 15 minutes	\$0	\$85
D9310	Consultation (diagnostic service provided by dentist or physician other than practitioner providing treatment)	\$59	\$96
D9439	Office visit - Not including an FC30 visit	\$10	\$10
D9440	Office visit - after regularly scheduled hours	\$27	\$111
D9910	Application of desensitizing medicament	\$30	\$60
D9930	Treatment of complications (post-surgical)	\$48	\$48
D9940	Occlusal guard, by report	\$338	\$519
D9950	Occlusion analysis - mounted case	\$169	\$169
D9951	Occlusal adjustment - limited	\$88	\$115
D9952	Occlusal adjustment - complete	\$372	\$597
D9990	Broken office appointment	\$50	\$50

SECTION 3. What services are not covered by our plan?

Section 3.1 Services we do *not* cover (exclusions)

This section tells you what services are "excluded" from Medicare coverage and, therefore, are not covered by this plan. If a service is "excluded," it means that we don't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception is we will pay if a service in the chart below is found upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 9, Section 5.3, in this booklet.)

All exclusions or limitations on services are described in the Medical Benefits Chart or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare.	√	
Experimental medical and surgical procedures, equipment and medications. <ul style="list-style-type: none"> • Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community. 		√ May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital.		√ Covered only when medically necessary.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	√	
Full-time nursing care in your home.	√	
Custodial care is care provided in a nursing home, hospice, or other facility setting when you	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
do not require skilled medical care or skilled nursing care. <ul style="list-style-type: none"> • Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing. 		
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	√	
Fees charged by your immediate relatives or members of your household.	√	
Cosmetic surgery or procedures.		√ Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member. Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
Routine dental care, such as cleanings, fillings, or dentures for Basic Option or Basic Part B Only Option plan members.	√	
Nonroutine dental care for Basic Option or Basic Part B Only Option plan members.		√ Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
Routine chiropractic care.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		Manual manipulation of the spine to correct a subluxation is covered.
Routine foot care.		<p style="text-align: center;">√</p> Some limited coverage provided according to Medicare guidelines, for example, if you have diabetes.
Orthopedic shoes.		<p style="text-align: center;">√</p> If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease.
Supportive devices for the feet.		<p style="text-align: center;">√</p> Orthopedic or therapeutic shoes for people with diabetic foot disease.
Routine hearing exams.	√	
Hearing aids or exams to fit hearing aids.		<p style="text-align: center;">√</p> This exclusion does not apply to cochlear implants and osseointegrated external hearing devices covered by Medicare.
Routine eye exams, eyeglasses, and contact lenses for Basic Option or Basic Part B Only Option plan members.		<p style="text-align: center;">√</p> Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery.
Radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids.	√	
Reversal of sterilization procedures and non-prescription contraceptive supplies.	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Infertility services for Basic Option and Basic Part B Only Option plan members.	√	
Cost of donor semen and donor eggs, storage and freezing of eggs. Services other than artificial insemination, related to conception by artificial means, including but not limited to, in vitro fertilization, ovum transplants, gamete intrafallopian transfer, zygote intrafallopian transfer and prescription drugs related to such services. Services to reverse involuntary, surgically induced infertility.	√	
Acupuncture.	√	
Naturopath services (uses natural or alternative treatments).	√	
Care in a licensed intermediate care facility.	√	
Comfort, convenience, or luxury equipment or features.	√	
Private duty nurse.	√	
Meals delivered to your home.	√	
Outpatient oral nutrition, such as dietary supplements, herbal supplements, weight loss aids, formulas and food.		√ This exclusion does not apply to medical food and modified food products as described in "Medical foods" in the Medical Benefits Chart.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging, and mental performance).		<p style="text-align: center;">√</p> Covered if medically necessary and covered under Original Medicare.
Services provided to veterans in Veterans Affairs (VA) facilities.		<p style="text-align: center;">√</p> When emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will reimburse veterans for the difference. Members are still responsible for our plan's cost-sharing amounts.
Reconstructive surgery that offers only a minimal improvement in appearance or is performed to alter or reshape normal structures of the body in order to improve appearance.		<p style="text-align: center;">√</p> We cover reconstructive surgery to correct or repair abnormal structures of the body caused by congenital defect, developmental abnormalities, accidental injury, trauma, infection, tumors, or disease, if a network physician determines that it is necessary to improve function, or create a normal appearance, to the extent possible.
Surgery that, in the judgment of a network physician specializing in reconstructive surgery, offers only a minimal improvement in appearance. <ul style="list-style-type: none"> • Surgery that is performed to alter or reshape normal structures of the body in order to improve appearance. 	<p>√</p>	
Nonconventional intraocular lenses (IOLs) following		<p>√</p>

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
cataract surgery (for example, a presbyopia-correcting IOL).		You may request and we may provide insertion of a presbyopia-correcting IOL or astigmatism-correcting IOL following cataract surgery in lieu of a conventional IOL. However, you must pay the difference between Plan Charges for a nonconventional IOL and associated services and Plan Charges for insertion of a conventional IOL following cataract surgery.
Massage therapy.		√ Covered when ordered as part of physical therapy program in accord with Medicare guidelines.
Travel and lodging expenses.		√ Provided only in connection with out-of-area transplant services that our plan covers.
Transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a network provider.	√	
Licensed ambulance services without transport.		√ Covered if the ambulance transports you or if covered by Medicare.
Physical exams and other services (1) required for obtaining or maintaining employment or participation in employee programs, (2) required for insurance or licensing, or (3) on court order or required for parole or probation.		√ Covered if a network physician determines that the services are medically necessary except that routine physical exams are not covered for both Basic Option plans unless covered by Medicare.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services related to noncovered services or items.		<p style="text-align: center;">√</p> <p>When a service or item is not covered, all services related to the noncovered service or item are excluded, (1) except for services or items we would otherwise cover to treat complications of the noncovered service or item, or (2) unless covered in accord with Medicare guidelines.</p>
Services not approved by the federal Food and Drug Administration. Drugs, supplements, tests, vaccines, devices, radioactive materials, and any other services that by law require federal Food and Drug Administration (FDA) approval in order to be sold in the U.S., but are not approved by the FDA.		<p style="text-align: center;">√</p> <p>This exclusion applies to services provided anywhere, even outside the U.S. It does not apply to Medicare-covered clinical trials or covered emergency care you receive outside the U.S.</p>
Exclusions described in the amendment "What You Need to Know — Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices."	√	

CHAPTER 5. Using our plan's coverage for your Part D prescription drugs

SECTION 1. Introduction	104
Section 1.1 This chapter describes your coverage for Part D drugs.....	104
Section 1.2 Basic rules for our plan's Part D drug coverage.....	105
SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service	105
Section 2.1 To have your prescription covered, use a network pharmacy.....	105
Section 2.2 Finding network pharmacies	106
Section 2.3 Using our mail-order services	107
Section 2.4 How can you get a long-term supply of drugs?	107
Section 2.5 When can you use a pharmacy that is not in our network?.....	108
SECTION 3. Your drugs need to be on our "Drug List"	109
Section 3.1 The "Drug List" tells which Part D drugs are covered.....	109
Section 3.2 There are six "cost-sharing tiers" for drugs on our Drug List	109
Section 3.3 How can you find out if a specific drug is on our Drug List?.....	110
SECTION 4. There are restrictions on coverage for some drugs.....	110
Section 4.1 Why do some drugs have restrictions?.....	110
Section 4.2 What kinds of restrictions?.....	111
Section 4.3 Do any of these restrictions apply to your drugs?	111
SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?	112
Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered	112
Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?	112
Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?	114
SECTION 6. What if your coverage changes for one of your drugs?	115
Section 6.1 The Drug List can change during the year	115
Section 6.2 What happens if coverage changes for a drug you are taking?	115

SECTION 7. What types of drugs are <i>not</i> covered by our plan?	116
Section 7.1 Types of drugs we do not cover	116
SECTION 8. Show your plan membership card when you fill a prescription	117
Section 8.1 Show your membership card.....	117
Section 8.2 What if you don't have your membership card with you?.....	117
SECTION 9. Part D drug coverage in special situations	118
Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?	118
Section 9.2 What if you're a resident in a long-term care (LTC) facility?.....	118
Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?	119
Section 9.4 What if you're in Medicare-certified hospice?	119
SECTION 10. Programs on drug safety and managing medications	120
Section 10.1 Programs to help members use drugs safely	120
Section 10.2 Medication Therapy Management (MTM) program to help members manage their medications	120



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, **some information in this Evidence of Coverage about the costs for Part D prescription drugs does not apply to you.** We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 This chapter describes your coverage for Part D drugs

This chapter explains rules for using your coverage for Part D drugs. The next chapter tells you what you pay for Part D drugs (Chapter 6, "What you pay for your Part D prescription drugs").

In addition to your coverage for Part D drugs, we also cover some drugs under our plan's medical benefits.

Through our coverage of Medicare Part A benefits, we generally cover drugs you are given during covered stays in the hospital or in a skilled nursing facility. Through our coverage of Medicare Part B benefits, we cover drugs including certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility. Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," tells you about the benefits and costs for drugs during a covered hospital or skilled nursing facility stay, as well as your benefits and costs for Part B drugs.

Your drugs may be covered by Original Medicare if you are in Medicare hospice. We only cover Medicare Parts A, B, and D services and drugs that are unrelated to your terminal prognosis and related conditions, and therefore not covered under the Medicare hospice benefit. For more information, please see Section 9.4 in this chapter, "What if you're in Medicare-certified hospice." For information on hospice coverage, see the hospice section of Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

The following sections discuss coverage of your drugs under our plan's Part D benefit rules. Section 9 in this chapter, "Part D drug coverage in special situations," includes more information about your Part D coverage and Original Medicare.

Section 1.2 Basic rules for our plan's Part D drug coverage

Our plan will generally cover your drugs as long as you follow these basic rules:

- You must have a provider (a doctor, dentist, or other prescriber) write your prescription.
- Your prescriber must either accept Medicare or file documentation with CMS showing that he or she is qualified to write prescriptions, or your Part D claim will be denied. You should ask your prescribers the next time you call or visit if they meet this condition. If not, please be aware it takes time for your prescriber to submit the necessary paperwork to be processed.
- You generally must use a network pharmacy to fill your prescription. (See Section 2, "Fill your prescriptions at a network pharmacy or through our mail-order service.")
- Your drug must be on our **Kaiser Permanente 2016 Abridged Formulary** or **Kaiser Permanente 2016 Comprehensive Formulary** (we call it the "Drug List" for short). (See Section 3, "Your drugs need to be on our Drug List.")
- Your drug must be used for a medically accepted indication. A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. (See Section 3 for more information about a medically accepted indication.)

SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service

Section 2.1 To have your prescription covered, use a network pharmacy

In most cases, your prescriptions are covered only if they are filled at our network pharmacies. (See Section 2.5 for information about when we would cover prescriptions filled at out-of-network pharmacies.) Our network includes pharmacies with preferred cost-sharing, which may offer you lower cost-sharing than the standard cost-sharing offered by other pharmacies within the network.

A network pharmacy is a pharmacy that has a contract with our plan to provide your covered prescription drugs. The term "covered drugs" means all of the Part D prescription drugs that are covered on our plan's Drug List.

Our network includes pharmacies that offer standard cost-sharing and pharmacies that offer preferred cost-sharing. You may go to either type of network pharmacy to receive your covered prescription drugs. Your cost-sharing may be less at pharmacies with preferred cost-sharing.

Section 2.2 Finding network pharmacies

How do you find a network pharmacy in your area?

To find a network pharmacy, you can look in your **Pharmacy Directory**, visit our website (kp.org/directory), or call Member Services (phone numbers are printed on the back cover of this booklet).

You may go to any of our network pharmacies. However, your costs may be even less for your covered drugs if you use a network pharmacy that offers preferred cost-sharing rather than a network pharmacy that offers standard cost-sharing. The **Pharmacy Directory** will tell you which of the network pharmacies offer preferred cost-sharing. You can find out more about how your out-of-pocket costs could be different for different drugs by contacting us.

If you switch from one network pharmacy to another, and you need a refill of a drug you have been taking, you can ask either to have a new prescription written by a provider or to have your prescription transferred to your new network pharmacy.

What if the pharmacy you have been using leaves the network?

If the pharmacy you have been using leaves our plan's network, you will have to find a new pharmacy that is in our network. Or if the pharmacy you have been using stays within the network but is no longer offering preferred cost-sharing, you may want to switch to a different pharmacy. To find another network pharmacy in your area, you can get help from Member Services (phone numbers are printed on the back cover of this booklet) or use the **Pharmacy Directory**. You can also find information on our website at kp.org/directory.

What if you need a specialized pharmacy?

Sometimes prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, a long-term care facility (such as a nursing home) has its own pharmacy. If you are in an LTC facility, we must ensure that you are able to routinely receive your Part D benefits through our network of LTC pharmacies, which is typically the pharmacy that the LTC facility uses. If you have any difficulty accessing your Part D benefits in an LTC facility, please contact Member Services.
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network. However, currently this is not applicable to our plan because there are no such pharmacies inside our service area.
- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use.

Note: This scenario should happen rarely.

To locate a specialized pharmacy, look in your **Pharmacy Directory** or call Member Services (phone numbers are printed on the back cover of this booklet).

Section 2.3 Using our mail-order services

For certain kinds of drugs, you can use our plan's network mail-order services. Generally, the drugs provided through mail order are drugs that you take on a regular basis for a chronic or long-term medical condition. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List.

Our mail-order service allows you to order up to a 90-day supply.

To get information about filling your prescriptions by mail, call the Kaiser Permanente pharmacy at **703-466-4900** or toll free **1-800-733-6345**, Monday through Friday, 7 a.m. to 6 p.m. (TTY **711**).

You can conveniently order your prescription refills in the following ways:

- Calling our EZ Refill Line at **1-866-299-9415**, seven days a week, 24 hours a day, (TTY **711**). Be sure to select the mail delivery option when prompted.
- Order online at **kp.org/refill**. To register to use our secure online mail-order service, please go to **kp.org/register** and follow the on-screen instructions.

When you order refills for home delivery online, by phone, or in writing, you must pay your cost-sharing when you place your order (there are no shipping charges for regular mail-order service). If you prefer, you may designate a pharmacy where you want to pick up and pay for your prescription. Please contact a network pharmacy if you have a question about whether your prescription can be mailed, or see our Drug List for information about the drugs that can be mailed.

Usually a mail-order pharmacy order will get to you in no more than 10 days. If your mail-order prescription is delayed, please call the Kaiser Permanente pharmacy for assistance at **1-800-733-6345** or **703-466-4900**, Monday through Friday, 7 a.m. to 6 p.m. (TTY **711**).

Refills on mail order prescriptions. For refills, please contact your pharmacy 10 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

So the pharmacy can reach you to confirm your order before shipping, please make sure to let the pharmacy know the best ways to contact you. When you place your order, please provide your current contact information in case we need to reach you.

Section 2.4 How can you get a long-term supply of drugs?

When you get a long-term supply of drugs, your cost-sharing may be lower. Our plan offers two ways to get a long-term supply (also called an "extended supply") of "maintenance" drugs on our plan's Drug List. Maintenance drugs are drugs that you take on a regular basis for a chronic or long-term medical condition. You may order this supply through mail order (see Section 2.3 in this chapter) or you may go to a retail pharmacy.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

1. Some retail pharmacies in our network allow you to get a long-term supply of maintenance drugs. Your **Pharmacy Directory** tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Member Services for more information (phone numbers are printed on the back cover of this booklet).
2. For certain kinds of drugs, you can use our plan's network mail-order services. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List. Our mail-order service allows you to order up to a 90-day supply. See Section 2.3 for more information about using our mail-order services.

Section 2.5 When can you use a pharmacy that is not in our network?

Your prescription may be covered in certain situations

Generally, we cover drugs filled at an out-of-network pharmacy only when you are not able to use a network pharmacy. If you cannot use a network pharmacy, here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

- If you are traveling within the United States and its territories but outside the service area and you become ill or run out of your covered Part D prescription drugs, we will cover prescriptions that are filled at an out-of-network pharmacy in limited, nonroutine circumstances according to our Medicare Part D formulary guidelines.
- If you need a Medicare Part D prescription drug in conjunction with covered out-of-network emergency care or out-of-area urgent care, we will cover up to a 30-day supply from an out-of-network pharmacy. **Note:** Prescription drugs prescribed and provided outside of the United States and its territories as part of covered emergency or urgent care are covered up to a 30-day supply in a 30-day period. These drugs are not covered under Medicare Part D; therefore, payments for these drugs do not count toward reaching the catastrophic coverage stage.
- If you are unable to obtain a covered drug in a timely manner within our service area because there is no network pharmacy within a reasonable driving distance that provides 24-hour service. We may not cover your prescription if a reasonable person could have purchased the drug at a network pharmacy during normal business hours.
- If you are trying to fill a prescription for a drug that is not regularly stocked at an accessible network pharmacy or available through our mail-order pharmacy (including high-cost drugs).
- If you are not able to get your prescriptions from a network pharmacy during a disaster.

In these situations, please check first with Member Services to see if there is a network pharmacy nearby. Phone numbers for Member Services are printed on the back cover of this booklet. You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

How do you ask for reimbursement from our plan?

If you must use an out-of-network pharmacy, you will generally have to pay the full cost (rather than your normal share of the cost) at the time you fill your prescription. You can

ask us to reimburse you for our share of the cost. (Chapter 7, Section 2.1, explains how to ask us to pay you back.)

SECTION 3. Your drugs need to be on our "Drug List"

Section 3.1 The "Drug List" tells which Part D drugs are covered

Our plan has a **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**. In this **Evidence of Coverage**, we call it the "Drug List" for short.

The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our plan's Drug List.

The drugs on the Drug List are only those covered under Medicare Part D (earlier in this chapter, Section 1.1 explains about Part D drugs).

We will generally cover a drug on our plan's Drug List as long as you follow the other coverage rules explained in this chapter and the use of the drug is a medically accepted indication. A "medically accepted indication" is a use of the drug that is either:

- Approved by the Food and Drug Administration. (That is, the Food and Drug Administration has approved the drug for the diagnosis or condition for which it is being prescribed.)
- Or supported by certain reference books. (These reference books are the American Hospital Formulary Service Drug Information; the DRUGDEX Information System; and the USPDI or its successor; and, for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology or their successors.)

Our Drug List includes both brand-name and generic drugs

A generic drug is a prescription drug that has the same active ingredients as the brand-name drug. Generally, it works just as well as the brand-name drug and usually costs less. There are generic drug substitutes available for many brand-name drugs.

What is *not* on our Drug List?

Our plan does not cover all prescription drugs.

- In some cases, the law does not allow any Medicare plan to cover certain types of drugs (for more information about this, see Section 7.1 in this chapter).
- In other cases, we have decided not to include a particular drug on our Drug List.

Section 3.2 There are six "cost-sharing tiers" for drugs on our Drug List

Every drug on our plan's Drug List is in one of **six** cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug:

- Cost-sharing **Tier 1** for preferred generic drugs.
- Cost-sharing **Tier 2** for generic drugs.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- Cost-sharing **Tier 3** for preferred brand-name drugs.
- Cost-sharing **Tier 4** for nonpreferred brand-name drugs.
- Cost-sharing **Tier 5** for specialty-tier drugs.
- Cost-sharing **Tier 6** for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up on our Drug List. The amount you pay for drugs in each cost-sharing tier is shown in Chapter 6 ("What you pay for your Part D prescription drugs").

Section 3.3 How can you find out if a specific drug is on our Drug List?

You have three ways to find out:

1. Check the most recent Drug List we sent you in the mail. Please note: The Drug List (**Kaiser Permanente 2016 Abridged Formulary**) we sent you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it.
2. Visit our website (kp.org/seniormedrx). Our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) on the website is always the most current.
3. Call Member Services to find out if a particular drug is on our plan's Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) or to ask for a copy of the list. Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 4. There are restrictions on coverage for some drugs

Section 4.1 Why do some drugs have restrictions?

For certain prescription drugs, special rules restrict how and when our plan covers them. A team of doctors and pharmacists developed these rules to help our members use drugs in the most effective ways. These special rules also help control overall drug costs, which keeps your drug coverage more affordable.

In general, our rules encourage you to get a drug that works for your medical condition and is safe and effective. Whenever a safe, lower-cost drug will work just as well medically as a higher-cost drug, our plan's rules are designed to encourage you and your provider to use that lower-cost option. We also need to comply with Medicare's rules and regulations for drug coverage and cost-sharing.

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may

not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

Please note that sometimes a drug may appear more than once on our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**). This is because different restrictions or cost-sharing may apply based on factors such as the strength, amount, or form of the drug prescribed by your health care provider (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

Section 4.2 What kinds of restrictions?

Our plan uses different types of restrictions to help our members use drugs in the most effective ways. The sections below tell you more about the types of restrictions we use for certain drugs.

Restricting brand-name drugs when a generic version is available

Generally, a "generic" drug works the same as a brand-name drug and usually costs less. In most cases, when a generic version of a brand-name drug is available, our network pharmacies will provide you the generic version. We usually will not cover the brand-name drug when a generic version is available. However, if your provider has told us the medical reason that the generic drug will not work for you, then we will cover the brand-name drug. (Your share of the cost may be greater for the brand-name drug than for the generic drug.)

Getting plan approval in advance

For certain drugs, you or your provider need to get approval from our plan before we will agree to cover the drug for you. This is called "prior authorization." Sometimes the requirement for getting approval in advance helps guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by our plan.

Section 4.3 Do any of these restrictions apply to your drugs?

Our plan's Drug List includes information about the restrictions described above. To find out if any of these restrictions apply to a drug you take or want to take, check our Drug List. For the most up-to-date information, call Member Services (phone numbers are printed on the back cover of this booklet) or check our website (kp.org/seniormedrx).

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If there is a restriction on the drug you want to take, you should contact Member Services to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?

Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered

We hope that your drug coverage will work well for you. But it's possible that there could be a prescription drug you are currently taking, or one that you and your provider think you should be taking that is not on our formulary or is on our formulary with restrictions. For example:

- The drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand-name version you want to take is not covered.
- The drug is covered, but there are extra rules or restrictions on coverage for that drug. As explained in Section 4, some of the drugs covered by our plan have extra rules to restrict their use. In some cases, you may want us to waive the restriction for you.
- The drug is covered, but it is in a cost-sharing tier that makes your cost-sharing more expensive than you think it should be. Our plan puts each covered drug into one of six different cost-sharing tiers. How much you pay for your prescription depends in part on which cost-sharing tier your drug is in.

There are things you can do if your drug is not covered in the way that you'd like it to be covered. Your options depend upon what type of problem you have:

- If your drug is not on our Drug List or if your drug is restricted, go to Section 5.2 to learn what you can do.
- If your drug is in a cost-sharing tier that makes your cost more expensive than you think it should be, go to Section 5.3 to learn what you can do.

Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?

If your drug is not on our Drug List or is restricted, here are things you can do:

- You may be able to get a temporary supply of the drug (only members in certain situations can get a temporary supply). This will give you and your provider time to change to another drug or to file a request to have the drug covered.
- You can change to another drug.
- You can request an exception and ask us to cover the drug or remove restrictions from the drug.

You may be able to get a temporary supply

Under certain circumstances, we can offer a temporary supply of a drug to you when your drug is not on our Drug List or when it is restricted in some way. Doing this gives you time to talk with your provider about the change in coverage and figure out what to do.

To be eligible for a temporary supply, **you must meet the two requirements** below:

1. The change to your drug coverage must be one of the following types of changes:

- ◆ The drug you have been taking is no longer on our plan's Drug List.
- ◆ Or the drug you have been taking is now restricted in some way (Section 4 in this chapter tells you about restrictions).

2. You must be in one of the situations described below:

- ◆ **For those members who are new or who were in our plan last year and aren't in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. This temporary supply will be for a maximum of a 30-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 30-day supply of medication. The prescription must be filled at a network pharmacy.
- ◆ **For those members who are new or who were in our plan last year and reside in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. The total supply will be for a maximum of a 98-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 98-day supply of medication. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)
- ◆ **For those members who have been in our plan for more than 90 days and reside in a long-term care (LTC) facility and need a supply right away:** We will cover one 31-day supply of a particular drug, or less if your prescription is written for fewer days. This is in addition to the above long-term care transition supply.
- ◆ As a current member of our plan, **if you have a covered inpatient stay in the hospital or in a skilled nursing facility**, the drugs you obtain during your stay will be covered under your medical benefit rather than your Medicare Part D prescription drug coverage. When you are discharged home or to a custodial level of care at a long-term care facility, many outpatient prescription drugs you obtain at a pharmacy will be covered under your Medicare Part D coverage. Since your drug coverage is different depending upon the setting where you obtain the drug, it is possible that a drug you were taking that was covered under your medical benefit might not be covered by Medicare Part D (for example, over-the-counter drugs or cough medicine). If this happens, you will have to pay full price for that drug unless you have other coverage (for example, employer group or union coverage).

To ask for a temporary supply, call Member Services (phone numbers are printed on the back cover of this booklet).

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by our plan or ask us to make an exception for you and cover your current drug. The sections below tell you more about these options.

You can change to another drug

Start by talking with your provider. Perhaps there is a different drug covered by our plan that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

You can ask for an exception

You and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule. For example, you can ask us to cover a drug even though it is not on our plan's Drug List. Or you can ask us to make an exception and cover the drug without restrictions.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?

If your drug is in a cost-sharing tier you think is too high, here are things you can do:

You can change to another drug

If your drug is in a cost-sharing tier you think is too high, start by talking with your provider. Perhaps there is a different drug in a lower cost-sharing tier that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

You can ask for an exception

For drugs in Tier 2 (generic drugs) or Tier 4 (nonpreferred brand-name drugs), you and your provider can ask us to make an exception to the cost-sharing tier for the drug so that you pay less for it. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Drugs in our specialty tier (Tier 5) are not eligible for this type of exception. We do not lower the cost-sharing amount for drugs in this tier.

SECTION 6. What if your coverage changes for one of your drugs?

Section 6.1 The Drug List can change during the year

Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, we might make changes to the Drug List. For example, we might:

- Add or remove drugs from the Drug List. New drugs become available, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled and we decide not to cover it. Or we might remove a drug from the list because it has been found to be ineffective.
- Move a drug to a higher or lower cost-sharing tier.
- Add or remove a restriction on coverage for a drug (for more information about restrictions to coverage, see Section 4 in this chapter).
- Replace a brand-name drug with a generic drug.

In almost all cases, we must get approval from Medicare for changes we make to our Drug List.

Section 6.2 What happens if coverage changes for a drug you are taking?

How will you find out if your drug's coverage has been changed?

If there is a change to coverage for a drug you are taking, we will send you a notice to tell you. Normally, **we will let you know at least 60 days ahead of time.**

Once in a while, a drug is suddenly recalled because it's been found to be unsafe or for other reasons. If this happens, we will immediately remove the drug from the Drug List. We will let you know of this change right away. Your provider will also know about this change, and can work with you to find another drug for your condition.

Do changes to your drug coverage affect you right away?

If any of the following types of changes affect a drug you are taking, the change will not affect you until January 1 of the next year if you stay in our plan:

- If we move your drug into a higher cost-sharing tier.
- If we put a new restriction on your use of the drug.
- If we remove your drug from the Drug List, but not because of a sudden recall or because a new generic drug has replaced it.

If any of these changes happen to a drug you are taking, then the change won't affect your use or what you pay as your share of the cost until January 1 of the next year. Until that date, you

probably won't see any increase in your payments or any added restriction to your use of the drug. However, on January 1 of the next year, the changes will affect you.

In some cases, you will be affected by the coverage change before January 1:

- If a brand-name drug you are taking is replaced by a new generic drug, we must give you at least 60 days' notice or give you a 60-day refill of your brand-name drug at a network pharmacy.
 - ◆ During this 60-day period, you should be working with your provider to switch to the generic or to a different drug that we cover.
 - ◆ Or you and your provider can ask us to make an exception and continue to cover the brand-name drug for you. For information about how to ask for an exception, see Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)."
- Again, if a drug is suddenly recalled because it's been found to be unsafe or for other reasons, we will immediately remove the drug from the Drug List. We will let you know of this change right away.
 - ◆ Your provider will also know about this change, and can work with you to find another drug for your condition.

SECTION 7. What types of drugs are *not* covered by our plan?

Section 7.1 Types of drugs we do not cover

This section tells you what kinds of prescription drugs are "excluded." This means Medicare does not pay for these drugs.

If you get drugs that are excluded, you must pay for them yourself. We won't pay for the drugs that are listed in this section; the only exception is if the requested drug is found upon appeal to be a drug that is not excluded under Part D and we should have paid for or covered it because of your specific situation. (For information about appealing a decision we have made to not cover a drug, go to Chapter 9, Section 6.5, in this booklet.)

Here are three general rules about drugs that Medicare drug plans will not cover under Part D:

- Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.
- Our plan cannot cover a drug purchased outside the United States and its territories.
- Our plan usually cannot cover off-label use. "Off-label use" is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.
 - ◆ Generally, coverage for "off-label use" is allowed only when the use is supported by certain reference books. These reference books are the American Hospital Formulary Service Drug Information; the DRUGDEX Information System; and for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology; or their

successors. If the use is not supported by any of these reference books, then our plan cannot cover its "off-label use."

Also, by law, these categories of drugs are not covered by Medicare drug plans:

- Nonprescription drugs (also called over-the-counter drugs).
- Drugs when used to promote fertility.
- Drugs when used for the relief of cough or cold symptoms.
- Drugs when used for cosmetic purposes or to promote hair growth.
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations.
- Drugs when used for the treatment of sexual or erectile dysfunction, such as Viagra[®], Cialis[®], Levitra[®], and Caverject[®].
- Drugs when used for treatment of anorexia, weight loss, or weight gain.
- Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale.

If you receive "Extra Help" paying for your drugs, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid program to determine what drug coverage may be available to you. (You can find phone numbers and contact information for Medicaid in Chapter 2, Section 6.)

SECTION 8. Show your plan membership card when you fill a prescription

Section 8.1 Show your membership card

To fill your prescription, show your plan membership card at the network pharmacy you choose. When you show your plan membership card, the network pharmacy will automatically bill our plan for our share of your covered prescription drug cost. You will need to pay the pharmacy your share of the cost when you pick up your prescription.

Section 8.2 What if you don't have your membership card with you?

If you don't have your plan membership card with you when you fill your prescription, ask the pharmacy to call our plan to get the necessary information.

If the pharmacy is not able to get the necessary information, you may have to pay the full cost of the prescription when you pick it up. You can then ask us to reimburse you for our share. See Chapter 7, Section 2.1, for information about how to ask us for reimbursement.

SECTION 9. Part D drug coverage in special situations

Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?

If you are admitted to a hospital or to a skilled nursing facility for a stay covered by our plan, we will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, we will cover your drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this section that tell you about the rules for getting drug coverage. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about drug coverage and what you pay.

Please note: When you enter, live in, or leave a skilled nursing facility, you are entitled to a special enrollment period. During this time period, you can switch plans or change your coverage. (Chapter 10, "Ending your membership in our plan," tells you when you can leave our plan and join a different Medicare plan.)

Section 9.2 What if you're a resident in a long-term care (LTC) facility?

Usually, a long-term care (LTC) facility (such as a nursing home) has its own pharmacy, or a pharmacy that supplies drugs for all of its residents. If you are a resident of a long-term care facility, you may get your prescription drugs through the facility's pharmacy as long as it is part of our network.

Check your **Pharmacy Directory** to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you're a resident in a long-term care (LTC) facility and become a new member of our plan?

If you need a drug that is not on our Drug List or is restricted in some way, we will cover a **temporary supply** of your drug during the first 90 days of your membership. The total supply will be for a maximum of up to a 98-day supply, or less if your prescription is written for fewer days. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)

If you have been a member of our plan for more than 90 days and need a drug that is not on our Drug List or if our plan has any restriction on the drug's coverage, we will cover one 31-day supply, or less if your prescription is written for fewer days.

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. Perhaps there is a different drug covered by our plan that might work just as well for you. Or you and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do.

Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?

Do you currently have other prescription drug coverage through your (or your spouse's) employer or retiree group? If so, please contact that group's benefits administrator. He or she can help you determine how your current prescription drug coverage will work with our plan. In general, if you are currently employed, the prescription drug coverage you get from us will be secondary to your employer or retiree group coverage. That means your group coverage would pay first.

Special note about "creditable coverage"

Each year your employer or retiree group should send you a notice that tells you if your prescription drug coverage for the next calendar year is "creditable" and the choices you have for drug coverage.

If the coverage from the group plan is "**creditable**," it means that the plan has drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.

Keep these notices about creditable coverage because you may need them later. If you enroll in a Medicare plan that includes Part D drug coverage, you may need these notices to show that you have maintained creditable coverage. If you didn't get a notice about creditable coverage from your employer or retiree group plan, you can get a copy from your employer or retiree group's benefits administrator or the employer or union.

Section 9.4 What if you're in Medicare-certified hospice?

Drugs are never covered by both hospice and our plan at the same time. If you are enrolled in Medicare hospice and require an anti-nausea, laxative, pain medication, or antianxiety drug that is not covered by your hospice because it is unrelated to your terminal illness and related conditions, our plan must receive notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in receiving any unrelated drugs that should be covered by our plan, you can ask your hospice provider or prescriber to make sure we have the notification that the drug is unrelated before you ask a pharmacy to fill your prescription.

In the event you either revoke your hospice election or are discharged from hospice, our plan should cover all your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, you should bring documentation to the pharmacy to verify your revocation or discharge. See the previous parts of this chapter that tell about the rules for getting drug coverage under Part D. Chapter 6, "What you pay for your Part D prescription drugs," gives more information about drug coverage and what you pay.

SECTION 10. Programs on drug safety and managing medications

Section 10.1 Programs to help members use drugs safely

We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care. These reviews are especially important for members who have more than one provider who prescribes their drugs.

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

- Possible medication errors.
- Drugs that may not be necessary because you are taking another drug to treat the same medical condition.
- Drugs that may not be safe or appropriate because of your age or gender.
- Certain combinations of drugs that could harm you if taken at the same time.
- Prescriptions written for drugs that have ingredients you are allergic to.
- Possible errors in the amount (dosage) of a drug you are taking.

If we see a possible problem in your use of medications, we will work with your provider to correct the problem.

Section 10.2 Medication Therapy Management (MTM) program to help members manage their medications

We have a program that can help our members with complex health needs. For example, some members have several medical conditions, take different drugs at the same time, and have high drug costs.

This program is voluntary and free to members. A team of pharmacists and doctors developed the program for us. This program can help make sure that our members get the most benefit from the drugs they take.

Our program is called a Medication Therapy Management (MTM) program. Some members who take medications for different medical conditions may be able to get services through a MTM program. A pharmacist or other health professional will give you a comprehensive review of all your medications. You can talk about how best to take your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary of this discussion. The summary has a medication action plan that recommends what you can do to make the best use of your medications, with space for you to take notes or write down any follow-up questions. You'll also get a personal medication list that will include all the medications you're taking and why you take them.

It's a good idea to have your medication review before your yearly "Wellness" visit, so you can talk to your doctor about your action plan and medication list. Bring your action plan and medication list with you to your visit or anytime you talk with your doctors, pharmacists, and other health care providers. Also, keep your medication list with you (for example, with your ID) in case you go to the hospital or emergency room.

If we have a program that fits your needs, we will automatically enroll you in the program and send you information. If you decide not to participate, please notify us and we will withdraw you from the program. If you have any questions about these programs, please contact Member Services (phone numbers are printed on the back cover of this booklet).

CHAPTER 6. What you pay for your Part D prescription drugs

SECTION 1. Introduction	124
Section 1.1 Use this chapter together with other materials that explain your drug coverage.....	124
Section 1.2 Types of out-of-pocket costs you may pay for covered drugs	125
SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug	125
Section 2.1 What are the drug payment stages for Medicare Plus members?.....	125
SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in	126
Section 3.1 We send you a monthly report called the "Part D Explanation of Benefits" (the "Part D EOB").....	126
Section 3.2 Help us keep our information about your drug payments up-to-date	127
SECTION 4. For both Basic plans, during the deductible stage, you pay the full cost of your Part D drugs. There is no deductible for the High Option and both Standard Option plans.....	128
Section 4.1 For both Basic plans, you stay in the deductible stage until you have paid \$360 for your Part D drugs. For the High Option and both Standard Option plans, you do not pay a deductible for your Part D drugs	128
SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share.....	128
Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription.....	128
Section 5.2 A table that shows your costs for a one-month supply of a drug	129
Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply	132
Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug.....	133
Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,310	134
SECTION 6. During the Coverage Gap Stage, you receive a discount on brand-name drugs and pay no more than 58% of the costs of generic drugs.....	135
Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$4,850	135

Section 6.2	How Medicare calculates your out-of-pocket costs for prescription drugs.....	137
SECTION 7.	During the Catastrophic Coverage Stage, we pay most of the cost for your drugs.....	138
Section 7.1	Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year	138
SECTION 8.	What you pay for vaccinations covered by Part D depends upon how and where you get them	139
Section 8.1	Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine.....	139
Section 8.2	You may want to call Member Services before you get a vaccination	140
SECTION 9.	Do you have to pay the Part D "late enrollment penalty"?	141
Section 9.1	What is the Part D "late enrollment penalty"?	141
Section 9.2	How much is the Part D late enrollment penalty?.....	141
Section 9.3	In some situations, you can enroll late and not have to pay the penalty	142
Section 9.4	What can you do if you disagree about your late enrollment penalty?	143
SECTION 10.	Do you have to pay an extra Part D amount because of your income?	143
Section 10.1	Who pays an extra Part D amount because of income?	143
Section 10.2	How much is the extra Part D amount?.....	143
Section 10.3	What can you do if you disagree about paying an extra Part D amount?	144
Section 10.4	What happens if you do not pay the extra Part D amount?.....	145



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, some information in this **Evidence of Coverage** about the costs for Part D prescription drugs does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 Use this chapter together with other materials that explain your drug coverage

This chapter focuses on what you pay for your Part D prescription drugs. To keep things simple, we use "drug" in this chapter to mean a Part D prescription drug. As explained in Chapter 5, not all drugs are Part D drugs—some drugs are covered under Medicare Part A or Part B and other drugs are excluded from Medicare coverage by law.

To understand the payment information we give you in this chapter, you need to know the basics of what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. Here are materials that explain these basics:

- Our **Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary**. To keep things simple, we call this the "Drug List."
 - ◆ This Drug List tells you which drugs are covered for you.
 - ◆ It also tells you which of the six "cost-sharing tiers" the drug is in and whether there are any restrictions on your coverage for the drug.
 - ◆ If you need a copy of the Drug List, call Member Services (phone numbers are printed on the back cover of this booklet). You can also find the Drug List on our website at kp.org/seniormedrx. The Drug List on the website is always the most current.
- **Chapter 5 of this booklet**. Chapter 5 gives you the details about your prescription drug coverage, including rules you need to follow when you get your covered drugs. Chapter 5 also tells you which types of prescription drugs are not covered by our plan.
- **Our plan's Pharmacy Directory**. In most situations, you must use a network pharmacy to get your covered drugs (see Chapter 5 for the details). The **Pharmacy Directory** has a list of pharmacies in our plan's network. It also tells you which pharmacies in our network can give you a long-term supply of a drug (such as filling a prescription for a three-month supply).

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage** and they all include Medicare Part D prescription drug coverage:

- **High Option.**
- **Standard Option.**
- **Standard Part B Only Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment confirmation letter).

Section 1.2 Types of out-of-pocket costs you may pay for covered drugs

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services. The amount that you pay for a drug is called "cost-sharing" and there are three ways you may be asked to pay.

- The "**deductible**" is the amount you must pay for drugs before our plan begins to pay its share.
- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug

Section 2.1 What are the drug payment stages for Medicare Plus members?

As shown in the table below, there are "drug payment stages" for your prescription drug coverage under our plan. How much you pay for a drug depends upon which of these stages you are in at the time you get a prescription filled or refilled. Keep in mind you are always responsible for our plan's monthly premium regardless of the drug payment stage.

Stage 1 Yearly Deductible Stage	Stage 2 Initial Coverage Stage	Stage 3 Coverage Gap Stage	Stage 4 Catastrophic Coverage Stage
<p>For Basic Option or Basic Part B Only Option plan members, you begin in this payment stage when you fill your first prescription of the year. During this stage, you pay the full cost of your drugs. You stay in this stage until you have paid \$360 for your drugs (\$360 is the amount of your deductible).</p> <p>For High Option, Standard Option, or Standard Part B Only Option plan members, because there is no deductible for your plan, this payment stage does not apply to you.</p> <p>(Details are in Section 4 of this chapter.)</p>	<p>For High Option, Standard Option, or Standard Part B Only Option plan members, you begin in this stage when you fill your first prescription of the year.</p> <p>For all members, during this stage, we pay our share of the cost of your drugs and you pay your share of the cost.</p> <p>You stay in this stage until your year-to-date "total drug costs" (your payments plus any Part D plan's payments) total \$3,310.</p> <p>(Details are in Section 5 of this chapter.)</p>	<p>During this stage, you pay 45% of the price for brand-name drugs (plus a portion of the dispensing fee), and 58% of the price for generic drugs except that:</p> <ul style="list-style-type: none"> • High Option plan members pay the copayment listed in Section 6 of this chapter for generics and vaccines, or 58% of the price, whichever is lower. • Both Standard Option plan members pay nothing for vaccines during this stage. <p>You stay in this stage until your year-to-date "out-of-pocket costs" (your payments) reach a total of \$4,850. This amount and rules for counting costs toward this amount have been set by Medicare.</p> <p>(Details are in Section 6 of this chapter.)</p>	<p>During this stage, we will pay most of the cost of your drugs for the rest of the calendar year (through December 31, 2016).</p> <p>(Details are in Section 7 of this chapter.)</p>

SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in

Section 3.1 We send you a monthly report called the "Part D Explanation of Benefits" (the "Part D EOB")

Our plan keeps track of the costs of your prescription drugs and the payments you have made when you get your prescriptions filled or refilled at the pharmacy. This way, we can tell you when you have moved from one drug payment stage to the next. In particular, there are two types of costs we keep track of:

- We keep track of how much you have paid. This is called your "**out-of-pocket**" cost.

- We keep track of your "**total drug costs.**" This is the amount you pay out-of-pocket or others pay on your behalf plus the amount paid by the plan.

Our plan will prepare a written report called the **Part D Explanation of Benefits** (it is sometimes called the "**Part D EOB**") when you have had one or more prescriptions filled through our plan during the previous month. It includes:

- **Information for that month.** This report gives you the payment details about the prescriptions you have filled during the previous month. It shows the total drug costs, what the plan paid, and what you and others on your behalf paid.
- **Totals for the year since January 1.** This is called "year-to-date" information. It shows you the total drug costs and total payments for your drugs since the year began.

Section 3.2 Help us keep our information about your drug payments up-to-date

To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up-to-date:

- **Show your membership card when you get a prescription filled.** To make sure we know about the prescriptions you are filling and what you are paying, show your plan membership card every time you get a prescription filled.
- **Make sure we have the information we need.** There are times you may pay for prescription drugs when we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, you may give us copies of receipts for drugs that you have purchased. (If you are billed for a covered drug, you can ask us to pay our share of the cost. For instructions about how to do this, go to Chapter 7, Section 2, of this booklet.) Here are some types of situations when you may want to give us copies of your drug receipts to be sure we have a complete record of what you have spent for your drugs:
 - ♦ When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan's benefit.
 - ♦ When you made a copayment for drugs that are provided under a drug manufacturer patient assistance program.
 - ♦ Anytime you have purchased covered drugs at out-of-network pharmacies or other times you have paid the full price for a covered drug under special circumstances.
- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs and help qualify you for catastrophic coverage. For example, payments made by a State Pharmaceutical Assistance Program, an AIDS drug assistance program (ADAP), the Indian Health Service, and most charities count toward your out-of-pocket costs. You should keep a record of these payments and send them to us so we can track your costs.
- **Check the written report we send you.** When you receive a **Part D Explanation of Benefits** (a **Part D EOB**) in the mail, please look it over to be sure the information is complete and correct. If you think something is missing from the report, or you have any questions,

please call Member Services (phone numbers are printed on the back cover of this booklet). You can also choose to view your **Part D EOB** online instead of by mail. Please visit **kp.org/goinggreen** and sign on to learn more about choosing to view your **Part D EOB** securely online. Be sure to keep these reports. They are an important record of your drug expenses.

SECTION 4. For both Basic plans, during the deductible stage, you pay the full cost of your Part D drugs. There is no deductible for the High Option and both Standard Option plans

Section 4.1 For both Basic plans, you stay in the deductible stage until you have paid \$360 for your Part D drugs. For the High Option and both Standard Option plans, you do not pay a deductible for your Part D drugs

Basic Option and Basic Part B Only Option plan members

The Deductible Stage is the first payment stage for your drug coverage. This stage begins when you fill your first prescription in the year. When you are in this payment stage, you must pay the full cost of your drugs until you reach the plan's deductible amount, which is **\$360** for 2016.

- Your "**full cost**" is usually lower than the normal full price of the drug, since our plan has negotiated lower costs for most drugs.
- The "**deductible**" is the amount you must pay for your Part D prescription drugs before the plan begins to pay its share.

Once you have paid \$360 for your drugs, you leave the Deductible Stage and move on to the next drug payment stage, which is the Initial Coverage Stage.

High Option, Standard Option, and Standard Part B Only Option plan members

There is no deductible for High Option, Standard Option, and Standard Part B Only Option plan members. You begin in the Initial Coverage Stage when you fill your first prescription of the year. See Section 5 for information about your coverage in the Initial Coverage Stage.

SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share

Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription

During the Initial Coverage Stage, we pay our share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending upon the drug and where you fill your prescription.

Our plan has six cost-sharing tiers

Every drug on our plan's Drug List is in one of six cost-sharing tiers. In general, the higher the cost-sharing tier number, the higher your cost for the drug:

- Cost-sharing **Tier 1** for preferred generic drugs.
- Cost-sharing **Tier 2** for generic drugs.
- Cost-sharing **Tier 3** for preferred brand-name drugs.
- Cost-sharing **Tier 4** for nonpreferred brand-name drugs.
- Cost-sharing **Tier 5** for specialty-tier drugs.
- Cost-sharing **Tier 6** for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up in our plan's Drug List.

Your pharmacy choices

How much you pay for a drug depends upon whether you get the drug from:

- A network retail pharmacy that offers standard cost-sharing.
- A network retail pharmacy that offers preferred cost-sharing.
- A pharmacy that is not in our plan's network.
- Our plan's mail-order pharmacy.

For more information about these pharmacy choices and filling your prescriptions, see Chapter 5 in this booklet and our plan's **Pharmacy Directory**.

Generally, we will cover your prescriptions only if they are filled at one of our network pharmacies. Some of our network pharmacies also offer preferred cost-sharing. You may go to either network pharmacies that offer preferred cost-sharing or other network pharmacies that offer standard cost-sharing to receive your covered prescription drugs. Your costs may be less at pharmacies that offer preferred cost-sharing.

Section 5.2 A table that shows your costs for a one-month supply of a drug

During the Initial Coverage Stage, your share of the cost of a covered drug will be either a copayment or coinsurance.

- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

As shown in the table below, the amount of the copayment or coinsurance depends upon which cost-sharing tier your drug is in. **Please note:**

- If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.

- We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 5, Section 2.5, for information about when we will cover a prescription filled at an out-of-network pharmacy.

Your share of the cost when you get a one-month supply of a covered Part D prescription drug:

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
Tier 1 – Preferred generic drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				
• Standard Option or Standard Part B Only Option	\$10	\$7	\$7	\$10	\$10
• High Option	\$10	\$5	\$5	\$10	\$10
Tier 2 – Generic drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				
• High Option, Standard Option, or Standard Part B Only Option	\$20	\$15	\$15	\$20	\$20
Tier 3 – Preferred brand-name drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
<ul style="list-style-type: none"> • High Option, Standard Option, or Standard Part B Only Option 	\$47	\$42	\$42	\$47	\$47
Tier 4 – Nonpreferred brand-name drugs					
<ul style="list-style-type: none"> • Basic Option or Basic Part B Only Option 	25% coinsurance.				
<ul style="list-style-type: none"> • Standard Option or Standard Part B Only Option 	\$100	\$95	\$95	\$100	\$100
<ul style="list-style-type: none"> • High Option 	\$100	\$80	\$80	\$100	\$100
Tier 5 – Specialty-tier drugs					
<ul style="list-style-type: none"> • Basic Option or Basic Part B Only Option 	25% coinsurance.				
<ul style="list-style-type: none"> • High Option, Standard Option, or Standard Part B Only Option 	33% coinsurance.				

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
Tier 6 – Injectable Part D vaccines					
• Basic Option or Basic Part B Only Option	Mail-order is not available for drugs in Tier 6.	25%	Mail-order is not available for drugs in Tier 6.	25%	25%
• High Option, Standard Option, or Standard Part B Only Option	Mail-order is not available for drugs in Tier 6.	\$0	Mail-order is not available for drugs in Tier 6.	\$0	\$0

Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply

Typically, the amount you pay for a prescription drug covers a full month's supply of a covered drug. However your doctor can prescribe less than a month's supply of drugs. There may be times when you want to ask your doctor about prescribing less than a month's supply of a drug (for example, when you are trying a medication for the first time that is known to have serious side effects). If your doctor prescribes less than a full month's supply, you will not have to pay for the full month's supply for certain drugs.

The amount you pay when you get less than a full month's supply will depend on whether you are responsible for paying coinsurance (a percentage of the total cost) or a copayment (a flat dollar amount).

- If you are responsible for coinsurance, you pay a percentage of the total cost of the drug. You pay the same percentage regardless of whether the prescription is for a full month's supply or for fewer days. However, because the entire drug cost will be lower if you get less than a full month's supply, the amount you pay will be less.
- If you are responsible for a copayment for the drug, your copayment will be based on the number of days of the drug that you receive. We will calculate the amount you pay per day for

your drug (the "daily cost-sharing rate") and multiply it by the number of days of the drug you receive.

- ◆ Here's an example: Let's say the copayment for your drug for a full month's supply (a 30-day supply) is \$30. This means that the amount you pay per day for your drug is \$1. If you receive a 7 days' supply of the drug, your payment will be \$1 per day multiplied by 7 days, for a total payment of \$7.

Daily cost-sharing allows you to make sure a drug works for you before you have to pay for an entire month's supply. You can also ask your doctor to prescribe, and your pharmacist to dispense, less than a full month's supply of a drug or drugs, if this will help you better plan the refill date for different prescriptions so that you can take fewer trips to the pharmacy. The amount you pay will depend upon the days' supply you receive.

Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug

For some drugs, you can get a long-term supply (also called an "extended supply") when you fill your prescription. A long-term supply is up to a 90-day supply. (For details on where and how to get a long-term supply of a drug, see Chapter 5, Section 2.4.)

The table below shows what you pay when you get a long-term (up to a 90-day) supply of a drug.

Please note: If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.

Your share of the cost when you get a long-term supply of a covered Part D prescription drug:

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing
<i>Up to a 90-day supply</i>			
Tier 1–Preferred generic drugs			
• Basic Option or Basic Part B Only Option		25% coinsurance.	
• Standard Option or Standard Part B Only Option	\$30	\$21	\$0
• High Option	\$30	\$15	\$0
Tier 2–Generic drugs			
• Basic Option or Basic Part B Only Option		25% coinsurance.	

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing
<i>Up to a 90-day supply</i>			
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$60	\$45	\$30
Tier 3 – Preferred brand-name drugs (all plans)			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$141	\$126	\$84
Tier 4 – Nonpreferred brand-name drugs			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> Standard Option or Standard Part B Only Option 	\$300	\$285	\$190
<ul style="list-style-type: none"> High Option 	\$300	\$240	\$160
Tier 5 – Specialty-tier drugs			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	33% coinsurance.		
Tier 6 – Injectable Part D vaccines	A long-term supply is not available for drugs in Tier 6.		

Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,310

You stay in the Initial Coverage Stage until the total amount for the prescription drugs you have filled and refilled reaches the **\$3,310 limit for the Initial Coverage Stage**.

Your total drug cost is based on adding together what you have paid and what any Part D plan has paid:

- **What you have paid** for all the covered drugs you have gotten since you started with your first drug purchase of the year. (See Section 6.2 for more information about how Medicare calculates your out-of-pocket costs.) This includes:
 - ♦ The total you paid as your share of the cost for your drugs during the Initial Coverage Stage.
- **What our plan has paid** as its share of the cost for your drugs during the Initial Coverage Stage. (If you were enrolled in a different Part D plan at any time during 2016, the amount that plan paid during the Initial Coverage Stage also counts toward your total drug costs.)

The **Part D Explanation of Benefits (Part D EOB)** that we send to you will help you keep track of how much you and our plan, as well as any third parties, have spent on your behalf during the year. Many people do not reach the **\$3,310** limit in a year.

We will let you know if you reach this **\$3,310** amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Coverage Gap Stage.

SECTION 6. During the Coverage Gap Stage, you receive a discount on brand-name drugs and pay no more than 58% of the costs of generic drugs

Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$4,850

Brand-name drugs during the Coverage Gap Stage

When you are in the Coverage Gap Stage, **the Medicare Coverage Gap Discount Program provides manufacturer discounts on brand-name drugs for Tiers 3–5** (and Tier 6 for Basic Option or Basic Part B Only Option plan members). You pay 45% of the negotiated price and a portion of the dispensing fee for brand-name drugs. Both the amount you pay and the amount discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them, and move you through the coverage gap. Note: For Standard Option or Standard Part B Only Option plan members, there is no charge for Tier 6 vaccines during the Coverage Gap Stage.

Generic drugs for Standard or Basic Option or Standard or Basic Part B Only Option plan members during the Coverage Gap Stage

For members enrolled in one of our Standard or Basic plans, you also receive some coverage for generic drugs during the Coverage Gap Stage. You pay no more than 58% of the cost for generic drugs and our plan pays the rest. For generic drugs, the amount paid by our plan (42%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap.

Generic drugs and vaccines for High Option plan members during the Coverage Gap Stage

For members enrolled in the High Option plan, you also receive coverage of generic drugs and injectable Part D vaccines during the Coverage Gap Stage. You pay either the copayments listed in the chart below or 58% of the costs of generic drugs, whichever is lower, until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2016, that amount is **\$4,850**.

Cost-sharing tier for High Option	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
Tier 1 – Preferred generic drugs	\$10 for up to a 30-day supply, or \$30 for up to a 90-day supply.	\$5 for up to a 30-day supply, or \$15 for up to a 90-day supply.	\$5 for up to a 30-day supply, or \$0 for up to a 90-day supply.	\$10 for up to a 31-day supply.	\$10 for up to a 30-day supply.
Tier 2 – Generic drugs	\$20 for up to a 30-day supply, or \$60 for up to a 90-day supply.	\$15 for up to a 30-day supply, or \$45 for up to a 90-day supply.	\$15 for up to a 30-day supply, or \$30 for up to a 90-day supply.	\$20 for up to a 31-day supply.	\$20 for up to a 30-day supply.
Tier 6 – Injectable Part D vaccines	Mail-order is not available for drugs in Tier 6.	\$0	Mail-order is not available for drugs in Tier 6.	\$0	\$0

You continue paying the discounted price for brand-name drugs and no more than 58% of the costs of generic drugs until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2016, that amount is **\$4,850**.

Medicare has rules about what counts and what does *not* count as your out-of-pocket costs. When you reach an out-of-pocket limit of **\$4,850**, you leave the Coverage Gap Stage and move on to the Catastrophic Coverage Stage.

Section 6.2 How Medicare calculates your out-of-pocket costs for prescription drugs

Here are Medicare's rules that we must follow when we keep track of your out-of-pocket costs for your drugs.

These payments are included in your out-of-pocket costs

When you add up your out-of-pocket costs, you can include the payments listed below (as long as they are for Part D covered drugs and you followed the rules for drug coverage that are explained in Chapter 5 of this booklet):

- The amount you pay for drugs when you are in any of the following drug payment stages:
 - ♦ The Deductible Stage.
 - ♦ The Initial Coverage Stage.
 - ♦ The Coverage Gap Stage.
- Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan.

It matters who pays:

- If you make these payments yourself, they are included in your out-of-pocket costs.
- These payments are also included if they are made on your behalf by certain other individuals or organizations. This includes payments for your drugs made by a friend or relative, by most charities, by AIDS drug assistance programs, by a State Pharmaceutical Assistance Program that is qualified by Medicare, or by the Indian Health Service. Payments made by Medicare's "Extra Help" Program are also included.
- Some of the payments made by the Medicare Coverage Gap Discount Program are included. The amount the manufacturer pays for your brand-name drugs is included. But the amount our plan pays for your generic drugs is not included.

Moving on to the Catastrophic Coverage Stage:

When you (or those paying on your behalf) have spent a total of **\$4,850** in out-of-pocket costs within the calendar year, you will move from the Coverage Gap Stage to the Catastrophic Coverage Stage.

These payments are not included in your out-of-pocket costs

When you add up your out-of-pocket costs, you are **not** allowed to include any of these types of payments for prescription drugs:

- The amount you pay for your monthly premium.
- Drugs you buy outside the United States and its territories.
- Drugs that are not covered by our plan.
- Drugs you get at an out-of-network pharmacy that do not meet our plan's requirements for out-of-network coverage.

- Non-Part D drugs, including prescription drugs covered by Part A or Part B and other drugs excluded from coverage by Medicare.
- Payments made by our plan for your brand or generic drugs while in the Coverage Gap.
- Payments for your drugs that are made by group health plans, including employer health plans.
- Payments for your drugs that are made by certain insurance plans and government-funded health programs, such as TRICARE and the Veterans Administration.
- Payments for your drugs made by a third party with a legal obligation to pay for prescription costs (for example, Workers' Compensation).

Reminder: If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan. Call Member Services to let us know (phone numbers are printed on the back cover of this booklet).

How can you keep track of your out-of-pocket total?

- **We will help you.** The **Part D Explanation of Benefits (Part D EOB)** report we send to you includes the current amount of your out-of-pocket costs (Section 3 in this chapter tells you about this report). When you reach a total of **\$4,850** in out-of-pocket costs for the year, this report will tell you that you have left the Coverage Gap Stage and have moved on to the Catastrophic Coverage Stage.
- **Make sure we have the information we need.** Section 3.2 tells you what you can do to help make sure that our records of what you have spent are complete and up-to-date.

SECTION 7. During the Catastrophic Coverage Stage, we pay most of the cost for your drugs

Section 7.1 Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the **\$4,850** limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will stay in this payment stage until the end of the calendar year. During this stage, we will pay most of the cost for your drugs.

You pay **5% coinsurance** for all Medicare Part D drugs except for Tier 6 vaccines for **High Option, Standard Option, or Standard Part B Only Option** plan members who pay nothing for injectable Medicare Part D vaccines in this stage. We will pay the rest.

SECTION 8. What you pay for vaccinations covered by Part D depends upon how and where you get them

Section 8.1 Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine

Our plan provides coverage of a number of Part D vaccines. We also cover vaccines that are considered medical benefits. You can find out about coverage of these vaccines by going to the Medical Benefits Chart in Chapter 4, Section 2.1.

There are two parts to our coverage of Part D vaccinations:

- The first part of coverage is the cost of the vaccine medication itself. The vaccine is a prescription medication.
- The second part of coverage is for the cost of giving you the vaccine. (This is sometimes called the "administration" of the vaccine.)

What do you pay for a Part D vaccination?

What you pay for a Part D vaccination depends upon three things:

- 1. The type of vaccine** (what you are being vaccinated for).
 - ♦ Some vaccines are considered medical benefits. You can find out about your coverage of these vaccines by going to Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."
 - ♦ Other vaccines are considered Part D drugs. You can find these vaccines listed in our **Kaiser Permanente 2016 Comprehensive Formulary**.
- 2. Where you get the vaccine medication.**
- 3. Who gives you the vaccine.**

What you pay at the time you get the Part D vaccination can vary depending upon the circumstances. For example:

- ♦ Sometimes when you get your vaccine, you will have to pay the entire cost for both the vaccine medication and for getting the vaccine. You can ask us to pay you back for our share of the cost.
- ♦ Other times, when you get the vaccine medication or the vaccine, you will pay only your share of the cost.

To show how this works, here are three common ways you might get a Part D vaccine. Remember, if you are a Basic Option or Basic Option with B Only plan member, you are responsible for some of the costs associated with vaccines (including their administration) during the Coverage Gap Stage of your benefit.

Situation 1:

- You buy the Part D vaccine at the pharmacy and you get your vaccine at the network pharmacy. (Whether you have this choice depends upon where you live. Some states do not allow pharmacies to administer a vaccination.)
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine and the cost of giving you the vaccine.
 - ◆ Our plan will pay the remainder of the costs.

Situation 2:

- You get the Part D vaccination at your doctor's office.
 - ◆ When you get the vaccination, you will pay for the entire cost of the vaccine and its administration.
 - ◆ You can then ask us to pay our share of the cost by using the procedures that are described in Chapter 7 of this booklet ("Asking us to pay our share of a bill you have received for covered medical services or drugs").
 - ◆ You will be reimbursed the amount you paid less your normal copayment for the vaccine (including administration) less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

Situation 3:

- You buy the Part D vaccine at your pharmacy, and then take it to your doctor's office where they give you the vaccine.
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine itself.
 - ◆ When your doctor gives you the vaccine, you will pay the entire cost for this service. You can then ask us to pay our share of the cost by using the procedures described in Chapter 7 of this booklet.
 - ◆ You will be reimbursed the amount charged by the doctor for administering the vaccine less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

IMPORTANT NOTE: When you receive a covered injectable Part D vaccine at a Kaiser Permanente network medical office or injection clinic, **you will not be charged at the time of your visit.** Instead, we will send you a bill for the applicable cost-sharing for the Part D vaccine and vaccine administration.

Section 8.2 You may want to call Member Services before you get a vaccination

The rules for coverage of vaccinations are complicated. We are here to help. We recommend that you first call Member Services whenever you are planning to get a vaccination. Phone numbers for Member Services are printed on the back cover of this booklet.

- We can tell you about how your vaccination is covered by our plan and explain your share of the cost.

- We can tell you how to keep your own cost down by using providers and pharmacies in our network.
- If you are not able to use a network provider and pharmacy, we can tell you what you need to do to get payment from us for our share of the cost.

SECTION 9. Do you have to pay the Part D "late enrollment penalty"?

Section 9.1 What is the Part D "late enrollment penalty"?

Note: If you receive "Extra Help" from Medicare to pay for your prescription drugs, you will not pay a late enrollment penalty.

The late enrollment penalty is an amount that is added to your Part D premium. You may owe a late enrollment penalty if at any time after your initial enrollment period is over, there is a period of 63 days or more in a row when you did not have Part D or other creditable prescription drug coverage. "Creditable prescription drug coverage" is coverage that meets Medicare's minimum standards since it is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. The amount of the penalty depends upon how long you waited to enroll in a creditable prescription drug coverage plan anytime after the end of your initial enrollment period or how many full calendar months you went without creditable prescription drug coverage. You will have to pay this penalty for as long as you have Part D coverage.

The late enrollment penalty is added to your monthly premium. When you first enroll in our plan, we let you know the amount of the penalty.

Your late enrollment penalty is considered part of your plan premium. If you do not pay your late enrollment penalty, you could lose your prescription drug benefits for failure to pay your plan premium.

Section 9.2 How much is the Part D late enrollment penalty?

Medicare determines the amount of the penalty. Here is how it works:

- First count the number of full months that you delayed enrolling in a Medicare drug plan, after you were eligible to enroll. Or count the number of full months in which you did not have creditable prescription drug coverage, if the break in coverage was 63 days or more. The penalty is 1% for every month that you didn't have creditable coverage. For example, if you go 14 months without coverage, the penalty will be 14%.
- Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2016, this average premium amount is \$34.10.
- To calculate your monthly penalty, you multiply the penalty percentage and the average monthly premium, and then round it to the nearest 10 cents. In the example here, it would be 14% times \$34.10, which equals \$4.77. This rounds to \$4.80. This amount would be added to the monthly premium for someone with a late enrollment penalty.

There are three important things to note about this monthly late enrollment penalty:

- First, the penalty may change each year because the average monthly premium can change each year. If the national average premium (as determined by Medicare) increases, your penalty will increase.
- Second, you will continue to pay a penalty every month for as long as you are enrolled in a plan that has Medicare Part D drug benefits.
- Third, if you are under 65 and currently receiving Medicare benefits, the late enrollment penalty will reset when you turn 65. After age 65, your late enrollment penalty will be based only on the months that you don't have coverage after your initial enrollment period for aging into Medicare.

Section 9.3 In some situations, you can enroll late and not have to pay the penalty

Even if you have delayed enrolling in a plan offering Medicare Part D coverage when you were first eligible, sometimes you do not have to pay the late enrollment penalty.

You will not have to pay a penalty for late enrollment if you are in any of these situations:

- If you already have prescription drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. Medicare calls this "creditable drug coverage." **Please note:**
 - ◆ Creditable coverage could include drug coverage from a former employer or union, TRICARE, or the Department of Veterans Affairs. Your insurer or your human resources department will tell you each year if your drug coverage is creditable coverage. This information may be sent to you in a letter or included in a newsletter from the plan. Keep this information because you may need it if you join a Medicare drug plan later. Please note: If you receive a "certificate of creditable coverage" when your health coverage ends, it may not mean your prescription drug coverage was creditable. The notice must state that you had "creditable" prescription drug coverage that expected to pay as much as Medicare's standard prescription drug plan pays.
 - ◆ The following are not creditable prescription drug coverage: prescription drug discount cards, free clinics, and drug discount websites.
 - ◆ For additional information about creditable coverage, please look in your **Medicare & You** 2016 handbook or call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users call **1-877-486-2048**. You can call these numbers for free, 24 hours a day, 7 days a week.
- If you were without creditable coverage, but you were without it for less than 63 days in a row.
- If you are receiving "Extra Help" from Medicare.

Section 9.4 What can you do if you disagree about your late enrollment penalty?

If you disagree about your late enrollment penalty, you or your representative can ask for a review of the decision about your late enrollment penalty. Generally, you must request this review within 60 days from the date on the letter you receive stating you have to pay a late enrollment penalty. Call Member Services to find out more about how to do this (phone numbers are printed on the back cover of this booklet).

Important: Do not stop paying your late enrollment penalty while you're waiting for a review of the decision about your late enrollment penalty. If you do, you could be disenrolled for failure to pay your plan premiums.

SECTION 10. Do you have to pay an extra Part D amount because of your income?

Section 10.1 Who pays an extra Part D amount because of income?

Most people pay a standard monthly Part D premium. However, some people pay an extra amount because of their yearly income. If your income is \$85,000 or above for an individual (or married individuals filing separately) or \$170,000 or above for married couples, **you must pay an extra amount directly to the government** for your Medicare Part D coverage.

If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be and how to pay it. The extra amount will be withheld from your Social Security, Railroad Retirement Board, or Office of Personnel Management benefit check, no matter how you usually pay your plan premium, unless your monthly benefit isn't enough to cover the extra amount owed. If your benefit check isn't enough to cover the extra amount, you will get a bill from Medicare. You must pay the extra amount to the government. It cannot be paid with your monthly plan premium.

Section 10.2 How much is the extra Part D amount?

If your modified adjusted gross income (MAGI) as reported on your IRS tax return is above a certain amount, you will pay an extra amount in addition to your monthly plan premium. The chart below shows the extra amount based on your income.

If you filed an individual tax return and your income in 2014 was:	If you were married but filed a separate tax return and your income in 2014 was:	If you filed a joint tax return and your income in 2014 was:	This is the monthly cost of your extra Part D amount (to be paid in addition to your plan premium)
Equal to or less than \$85,000	Equal to or less than \$85,000	Equal to or less than \$170,000	\$0
Greater than \$85,000 and less than or equal to \$107,000		Greater than \$170,000 and less than or equal to \$214,000	\$12.70
Greater than \$107,000 and less than or equal to \$160,000		Greater than \$214,000 and less than or equal to \$320,000	\$32.80
Greater than \$160,000 and less than or equal to \$214,000	Greater than \$85,000 and less than or equal to \$129,000	Greater than \$320,000 and less than or equal to \$428,000	\$52.80
Greater than \$214,000	Greater than \$129,000	Greater than \$428,000	\$72.90

Section 10.3 What can you do if you disagree about paying an extra Part D amount?

If you disagree about paying an extra amount because of your income, you can ask Social Security to review the decision. To find out more about how to do this, contact Social Security at **1-800-772-1213** (TTY **1-800-325-0778**).

Section 10.4 What happens if you do not pay the extra Part D amount?

The extra amount is paid directly to the government (not your Medicare plan) for your Medicare Part D coverage. If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.

CHAPTER 7. Asking us to pay our share of a bill you have received for covered medical services or drugs

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services or drugs 147

Section 1.1 If you pay our share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment..... 147

SECTION 2. How to ask us to pay you back or to pay a bill you have received 149

Section 2.1 How and where to send us your request for payment 149

SECTION 3. We will consider your request for payment and say yes or no 150

Section 3.1 We check to see whether we should cover the service or drug and how much we owe..... 150

Section 3.2 If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal 150

SECTION 4. Other situations in which you should save your receipts and send copies to us 151

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs..... 151

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services or drugs

Section 1.1 If you pay our share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment

Sometimes when you get medical care or a prescription drug, you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of our plan. In either case, you can ask us to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services or drugs that are covered by our plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask us to pay you back or to pay a bill you have received:

When you've received emergency or urgently needed medical care from a provider who is not in our network

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill our plan for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
 - ◆ If the provider is owed anything, we will pay the provider directly.
 - ◆ If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.

When a network provider sends you a bill you think you should not pay

Network providers should always bill us directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service, and even if there is a dispute and we don't pay certain provider charges. For more information about "balance billing," go to Chapter 4, Section 1.3.

- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under our plan.

If you are retroactively enrolled in our plan

Sometimes a person's enrollment in our plan is retroactive. ("Retroactive" means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services or drugs after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

- Please call Member Services for additional information about how to ask us to pay you back and deadlines for making your request. Phone numbers for Member Services are printed on the back cover of this booklet.

When you use an out-of-network pharmacy to get a prescription filled

If you go to an out-of-network pharmacy and try to use your membership card to fill a prescription, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription. We cover prescriptions filled at out-of-network pharmacies only in a few special situations. Please go to Chapter 5, Section 2.5, to learn more.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription because you don't have your plan membership card with you

If you do not have your plan membership card with you, you can ask the pharmacy to call us or to look up your plan enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription in other situations

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

- For example, the drug may not be on our **Kaiser Permanente 2016 Comprehensive Formulary**; or it could have a requirement or restriction that you didn't know about or don't think should apply to you. If you decide to get the drug immediately, you may need to pay the full cost for it.

- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

When you pay copayments under a drug manufacturer patient assistance program

If you get help from, and pay copayments under, a drug manufacturer patient assistance program outside our plan's benefit, you may submit a paper claim to have your out-of-pocket expense count toward qualifying you for catastrophic coverage. Save your receipt and send a copy to us.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. Chapter 9 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has information about how to make an appeal.

SECTION 2. How to ask us to pay you back or to pay a bill you have received

Section 2.1 How and where to send us your request for payment

Send us your request for payment, along with your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website (**kp.org**) or call Member Services and ask for the form. Phone numbers for Member Services are printed on the back cover of this booklet.

Mail your request for payment together with any bills or receipts to us at this address:

Kaiser Permanente
Attn: Member Services
2101 East Jefferson Street
Rockville, MD 20852

You must submit your claim to us within 365 days after service date.

Contact Member Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3. We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the service or drug and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care or drug is covered and you followed all the rules for getting the care or drug, we will pay for our share of the cost. If you have already paid for the service or drug, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service or drug yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered. Chapter 5 explains the rules you need to follow for getting your Part D prescription drugs covered.)
- If we decide that the medical care or drug is not covered, or you did not follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details about how to make this appeal, go to Chapter 9 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." The appeals process is a detailed legal process with complicated procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of Chapter 9. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives you definitions of terms such as "appeal." Then, after you have read Section 4, you can go to the section in Chapter 9 that tells you what to do for your situation:

- If you want to make an appeal about getting paid back for a medical service, go to Section 5.3 in Chapter 9.
- If you want to make an appeal about getting paid back for a drug, go to Section 6.5 of Chapter 9.

SECTION 4. Other situations in which you should save your receipts and send copies to us

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs

There are some situations when you should let us know about payments you have made for your drugs. In these cases, you are not asking us for payment. Instead, you are telling us about your payments so that we can calculate your out-of-pocket costs correctly. This may help you to qualify for the Catastrophic Coverage Stage more quickly.

Here are two situations when you should send us copies of receipts to let us know about payments you have made for your drugs:

1. When you buy the drug for a price that is lower than our price

Sometimes when you are in the Coverage Gap Stage, you can buy your drug at a network pharmacy for a price that is lower than our price.

- For example, a pharmacy might offer a special price on the drug. Or you may have a discount card that is outside our benefit that offers a lower price.
- Unless special conditions apply, you must use a network pharmacy in these situations and your drug must be on our Drug List.
- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** If you are in the Coverage Gap Stage, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

2. When you get a drug through a patient assistance program offered by a drug manufacturer

Some members are enrolled in a patient assistance program offered by a drug manufacturer that is outside our plan benefits. If you get any drugs through a program offered by a drug manufacturer, you may pay a copayment to the patient assistance program.

- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** Because you are getting your drug through the patient assistance program and not through our plan's benefits, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

Since you are not asking for payment in the cases described above, these situations are not considered coverage decisions. Therefore, you cannot make an appeal if you disagree with our decision.

CHAPTER 8. Your rights and responsibilities

SECTION 1. We must honor your rights as a member of our plan	153
Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)	153
Section 1.2 We must treat you with fairness and respect at all times	153
Section 1.3 We must ensure that you get timely access to your covered services and drugs	153
Section 1.4 We must protect the privacy of your personal health information.....	154
Section 1.5 We must give you information about our plan, our network of providers, and your covered services	155
Section 1.6 We must support your right to make decisions about your care	156
Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made	158
Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?	158
Section 1.9 How to get more information about your rights.....	159
Section 1.10 Information about new technology assessments	159
SECTION 2. You have some responsibilities as a member of our plan.....	159
Section 2.1 What are your responsibilities?	159

SECTION 1. We must honor your rights as a member of our plan

Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)

To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

Our plan has people and free language interpreter services available to answer questions from non-English-speaking members. We can also give you information in Braille or large print, if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about our plan's benefits that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call **1-877-486-2048**.

Section 1.2 We must treat you with fairness and respect at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. We do not discriminate based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** (TTY **1-800-537-7697**) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

Section 1.3 We must ensure that you get timely access to your covered services and drugs

As a member of our plan, you have the right to choose a primary care provider (PCP) in our network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Member Services to learn which doctors are accepting new patients (phone numbers are printed on the back cover of this booklet). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral, as well as other primary care providers described in Chapter 3, Section 2.2.

As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care. You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.

If you think that you are not getting your medical care or Part D drugs within a reasonable amount of time, Chapter 9, Section 10, of this booklet tells you what you can do. (If we have denied coverage for your medical care or drugs and you don't agree with our decision, Chapter 9, Section 4, tells you what you can do.)

Section 1.4 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in our plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "Notice of Privacy Practices," that tells you about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, we are required to get written permission from you first. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - ◆ For example, we are required to release health information to government agencies that are checking on quality of care.
 - ◆ Because you are a member of our plan through Medicare, we are required to give Medicare your health information, including information about your Part D prescription drugs. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held by our plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.5 We must give you information about our plan, our network of providers, and your covered services

As a member of our plan, you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in Braille or in large print.)

If you want any of the following kinds of information, please call Member Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about our plan's financial condition. It also includes information about the number of appeals made by members and our plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our network providers, including our network pharmacies.**
 - ◆ For example, you have the right to get information from us about the qualifications of the providers in our network and how we pay the providers in our network.
 - ◆ For a list of the providers in our network, see the **Provider Directory**.
 - ◆ For a list of the pharmacies in our network, see the **Pharmacy Directory**.
 - ◆ For more detailed information about our providers or pharmacies, you can call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at kp.org/directory.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - ◆ In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - ◆ To get the details about your Part D prescription drug coverage, see Chapters 5 and 6 of this booklet plus our plan's Drug List. These chapters, together with the Drug List, tell you what drugs are covered and explain the rules you must follow and the restrictions to your coverage for certain drugs.
 - ◆ If you have questions about the rules or restrictions, please call Member Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - ◆ If a medical service or Part D drug is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service or drug from an out-of-network provider or pharmacy.

- ◆ If you are not happy or if you disagree with a decision we make about what medical care or Part D drug is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 9 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 9 also tells you about how to make a complaint about quality of care, waiting times, and other concerns.)
- ◆ If you want to ask us to pay our share of a bill you have received for medical care or a Part D prescription drug, see Chapter 7 of this booklet.

Section 1.6 We must support your right to make decisions about your care

You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices in a way that you can understand.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan. It also includes being told about programs our plan offers to help members manage their medications and use drugs safely.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say "no."** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. You also have the right to stop taking your medication. Of course, if you refuse treatment or stop taking a medication, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 9 of this booklet tells you how to ask us for a coverage decision.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can:

- Fill out a written form to give someone the legal authority to make medical decisions for you if you ever become unable to make decisions for yourself.
- Give your doctors written instructions about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "**advance directives**." There are different types of advance directives and different names for them. Documents called "**living will**" and "**power of attorney for health care**" are examples of advance directives.

If you want to use an "advance directive" to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. You can also contact Member Services to ask for the forms (phone numbers are printed on the back cover of this booklet).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, take a copy with you to the hospital.

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

District of Columbia Residents: Delmarva Foundation of the District of Columbia 924 Centreville Road Easton, MD 21601	Maryland Residents: Maryland Insurance Administration Consumer Complaint Investigation 200 St. Paul Place, Suite 2700 Baltimore, MD 21202	Virginia Residents: State Corporation Commission Virginia Bureau of Insurance P.O. Box 1157 Richmond, VA 23218
---	--	---

Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 9 of this booklet tells you what you can do. It gives you the details about how to deal with all types of problems and complaints.

What you need to do to follow up on a problem or concern depends upon the situation. You might need to ask us to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do—ask for a coverage decision, make an appeal, or make a complaint—we are required to treat you fairly.

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** or TTY **1-800-537-7697**, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, and it's not about discrimination, you can get help dealing with the problem you are having:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.9 How to get more information about your rights

There are several places where you can get more information about your rights:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact Medicare:
 - ♦ You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at <http://www.medicare.gov/Pubs/pdf/11534.pdf>.)
 - ♦ Or you can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.10 Information about new technology assessments

Rapidly changing technology affects health care and medicine as much as any other industry. To determine whether a new drug or other medical development has long-term benefits, our plan carefully monitors and evaluates new technologies for inclusion as covered benefits. These technologies include medical procedures, medical devices, and new drugs.

SECTION 2. You have some responsibilities as a member of our plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of our plan are listed below. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this **Evidence of Coverage** booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - ♦ Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
 - ♦ Chapters 5 and 6 give the details about your coverage for Part D prescription drugs.
- **If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.** Please call Member Services to let us know (phone numbers are printed on the back cover of this booklet).
 - ♦ We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is

called "coordination of benefits" because it involves coordinating the health and drug benefits you get from us with any other health and drug benefits available to you. We'll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)

- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care or Part D prescription drugs.
 - ◆ Notifying out-of-network providers when seeking care (unless it is an emergency) that although you are enrolled in our plan, the provider should bill Original Medicare. You should present your membership card and your Medicare card.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - ◆ To help your doctors and other health care providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.
 - ◆ Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
 - ◆ If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - ◆ You must pay your plan premiums to continue being a member of our plan (see Chapter 1, Section 4.1).
 - ◆ In order to be eligible for our plan, you must have Medicare Part B (or both Part A and Part B). For that reason, some plan members must pay a premium for Medicare Part A and most plan members must pay a premium for Medicare Part B to remain a member of our plan.
 - ◆ For most of your medical services or drugs covered by our plan, you must pay your share of the cost when you get the service or drug. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 4 tells you what you must pay for your medical services. Chapter 6 tells you what you must pay for your Part D prescription drugs.
 - ◆ If you get any medical services or drugs that are not covered by our plan or by other insurance you may have, you must pay the full cost.
 - ◆ If you disagree with our decision to deny coverage for a service or drug, you can make an appeal. Please see Chapter 9 of this booklet for information about how to make an appeal.
 - ◆ If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.

-
- ◆ If you are required to pay the extra amount for Part D because of your yearly income, you must pay the extra amount directly to the government to keep your prescription drug coverage.
 - **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Member Services (phone numbers are printed on the back cover of this booklet).
 - ◆ If you move outside of our plan service area, you cannot remain a member of our plan. (Chapter 1 tells you about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a special enrollment period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
 - ◆ If you move within our service area, we still need to know so we can keep your membership record up-to-date and know how to contact you.
 - ◆ If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
 - **Call Member Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
 - ◆ Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
 - ◆ For more information about how to reach us, including our mailing address, please see Chapter 2.

**CHAPTER 9. What to do if you have a problem or complaint
(coverage decisions, appeals, and complaints)**

Background 165

SECTION 1. Introduction 165

Section 1.1 What to do if you have a problem or concern 165

Section 1.2 What about the legal terms? 165

**SECTION 2. You can get help from government organizations that are
not connected with us 166**

Section 2.1 Where to get more information and personalized assistance 166

SECTION 3. To deal with your problem, which process should you use?..... 166

Section 3.1 Should you use the process for coverage decisions and appeals? Or should
you use the process for making complaints? 166

Coverage decisions and appeals 167

SECTION 4. A guide to the basics of coverage decisions and appeals 167

Section 4.1 Asking for coverage decisions and making appeals—*The big picture* 167

Section 4.2 How to get help when you are asking for a coverage decision or making
an appeal 168

Section 4.3 Which section of this chapter gives the details for your situation? 169

**SECTION 5. Your medical care: How to ask for a coverage decision or
make an appeal 169**

Section 5.1 This section tells what to do if you have problems getting coverage for
medical care or if you want us to pay you back for our share of the cost of
your care 170

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to
authorize or provide the medical care coverage you want) 171

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of
a medical care coverage decision made by our plan) 174

Section 5.4 Step-by-step: How a Level 2 Appeal is done 176

Section 5.5 What if you are asking us to pay you for our share of a bill you have
received for medical care? 178

SECTION 6. Your Part D prescription drugs: How to ask for a coverage decision or make an appeal	179
Section 6.1 This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug	179
Section 6.2 What is an exception?	181
Section 6.3 Important things to know about asking for exceptions	182
Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception.....	183
Section 6.5 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a coverage decision made by our plan)	186
Section 6.6 Step-by-step: How to make a Level 2 Appeal.....	188
SECTION 7. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.....	190
Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights	190
Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date	191
Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date	194
Section 7.4 What if you miss the deadline for making your Level 1 Appeal?.....	195
SECTION 8. How to ask us to keep covering certain medical services if you think your coverage is ending too soon.....	197
Section 8.1 <i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services	197
Section 8.2 We will tell you in advance when your coverage will be ending.....	198
Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time.....	198
Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time.....	200
Section 8.5 What if you miss the deadline for making your Level 1 Appeal?.....	201
SECTION 9. Taking your appeal to Level 3 and beyond	204
Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals.....	204
Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals	205

Making complaints

207

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns..... 207

Section 10.1 What kinds of problems are handled by the complaint process?..... 207

Section 10.2 The formal name for "making a complaint" is "filing a grievance" 208

Section 10.3 Step-by-step: Making a complaint..... 209

Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization..... 210

Section 10.5 You can also tell Medicare about your complaint 210

Background

SECTION 1. Introduction

Section 1.1 What to do if you have a problem or concern

This chapter explains two types of processes for handling problems and concerns:

- For some types of problems, you need to use the process for coverage decisions and appeals.
- For other types of problems, you need to use the process for making complaints.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by you and us.

Which one do you use?

That depends upon the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says "making a complaint" rather than "filing a grievance," "coverage decision" rather than "organization determination" or "coverage determination," and "Independent Review Organization" instead of "Independent Review Entity." It also uses abbreviations as little as possible.

However, it can be helpful, and sometimes quite important, for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2. You can get help from government organizations that are not connected with us

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations, you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3, of this booklet.

You can also get help and information from Medicare

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- You can visit the Medicare website (<http://www.medicare.gov>).

SECTION 3. To deal with your problem, which process should you use?

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help you with your specific problem or concern, *START HERE*:

Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care or prescription drugs are covered or not, the way in which they are covered, and problems related to payment for medical care or prescription drugs.)

- **Yes, my problem is about benefits or coverage:**

Go to the next section in this chapter, Section 4: "A guide to the basics of coverage decisions and appeals."

- **No, my problem is not about benefits or coverage:**

Skip ahead to Section 10 at the end of this chapter: "How to make a complaint about quality of care, waiting times, customer service, or other concerns."

Coverage decisions and appeals

SECTION 4. A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals—*The big picture*

The process for coverage decisions and appeals deals with problems related to your benefits and coverage for medical services and prescription drugs, including problems related to payment. This is the process you use for issues such as whether something is covered or not, and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or drugs. For example, your network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision, if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a service or drug is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision.

If we say *no* to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

<h3>Section 4.2 How to get help when you are asking for a coverage decision or making an appeal</h3>

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call Member Services** (phone numbers are printed on the back cover of this booklet).
- To get free help from an independent organization that is not connected with our plan, **contact your State Health Insurance Assistance Program** (see Section 2 in this chapter).
- **Your doctor can make a request for you.**
 - ◆ For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
 - ◆ For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 or Level 2 Appeal on your behalf. To request any appeal after Level 2, your doctor or other prescriber must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your "representative" to ask for a coverage decision or make an appeal.
 - ◆ There may be someone who is already legally authorized to act as your representative under state law.
 - ◆ If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. (The form is also

available on Medicare's website at

<http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>.) The form gives that person permission to act on your behalf. It must be signed by you and by the person whom you would like to act on your behalf. You must give us a copy of the signed form.

- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, you are not required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

Section 4.3 Which section of this chapter gives the details for your situation?

There are four different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- Section 5 in this chapter: "Your medical care: How to ask for a coverage decision or make an appeal."
- Section 6 in this chapter: "Your Part D prescription drugs: How to ask for a coverage decision or make an appeal."
- Section 7 in this chapter: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- Section 8 in this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (applies to these services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services).

If you're not sure which section you should be using, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)." To keep things simple, we generally refer to "medical care coverage" or "medical care" in the rest of this section, instead of repeating "medical care or treatment or services" every time.

If you have a complaint about a bill when you receive care from an out-of-network provider, the appeals process described will not apply, unless you were directed to go to an out-of-network provider by the plan or one of the network providers for care covered by our plan (for example, an authorized referral).

You should refer to the notice of the service (called the "Medicare Summary Notice") you receive from Original Medicare. The Medicare Summary Notice provides information on how to appeal a decision made by Original Medicare.

This section tells you what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. We will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by our plan.
3. You have received medical care or services that you believe should be covered by our plan, but we have said we will not pay for this care.
4. You have received and paid for medical care or services that you believe should be covered by our plan, and you want to ask us to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.

Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:

- **Chapter 9, Section 7:** "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- **Chapter 9, Section 8:** "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.

For all other situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you want to find out whether we will cover the medical care or services you want?	You can ask us to make a coverage decision for you. Go to the next section in this chapter, Section 5.2 .
Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for?	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 5.3 in this chapter.
Do you want to ask us to pay you back for medical care or services you have already received and paid for?	You can send us the bill. Skip ahead to Section 5.5 in this chapter.

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want)

Legal Terms

When a coverage decision involves your medical care, it is called an "**organization determination**."

Step 1: You ask us to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a "fast coverage decision."

Legal Terms

A "fast coverage decision" is called an "**expedited determination**."

How to request coverage for the medical care you want

- Start by calling, writing, or faxing us to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days after we receive your request.**

- However, we can take up to 14 more calendar days if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)

If your health requires it, ask us to give you a "fast coverage decision"

- **A fast coverage decision means we will answer within 72 hours.**
 - ◆ However, we can take up to 14 more calendar days if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for coverage for medical care you have not yet received. (You cannot get a fast coverage decision if your request is about payment for medical care you have already received.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor tells us that your health requires a "fast coverage decision," we will automatically agree to give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor's support, we will decide whether your health requires that we give you a fast coverage decision.**
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a "fast coverage decision"

- Generally, for a fast coverage decision, we will give you our answer **within 72 hours**.
 - ♦ As explained above, **we can take up to 14 more calendar days** under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a detailed written explanation as to why we said no.

Deadlines for a "standard coverage decision"

- Generally, for a standard coverage decision, we will give you our answer **within 14 calendar days of receiving your request**.
 - ♦ We can take up to 14 more calendar days ("an extended time period") under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 14 calendar days after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no.

Step 3: If we say *no* to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say *no*, you have the right to ask us to reconsider, and perhaps change this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)

Legal Terms

An appeal to our plan about a medical care coverage decision is called a plan "**reconsideration**."

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start an appeal, you, your doctor, or your representative must contact us.** For details about how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
 - ♦ If you have someone appealing our decision for you other than your doctor, your appeal must include an "Appointment of Representative" form authorizing this person to represent you. To get the form, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. It is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>. While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision.
- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision.

If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.

- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
 - ◆ If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal" (you can make a request by calling us)

Legal Terms
A "fast appeal" is also called an " expedited reconsideration. "

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a "fast appeal."
- The requirements and procedures for getting a "fast appeal" are the same as those for getting a "fast coverage decision." To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a "fast appeal," we will give you a fast appeal.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said *no* to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a "fast appeal"

- When we are using the fast deadlines, we must give you our answer **within 72 hours** after we receive your appeal. We will give you our answer sooner if your health requires us to do so.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days.** If we decide to take extra days to make the decision, we will tell you in writing.
 - ◆ If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.

- **If our answer is *yes* to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is *no* to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - ♦ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you an answer by the deadline above, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- If our answer is *no* to part or all of what you requested, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Step 3: If our plan says *no* to part or all of your appeal, your case will automatically be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said *no* to your appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

Section 5.4 Step-by-step: How a Level 2 Appeal is done

If we say *no* to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the "**Independent Review Entity**." It is sometimes called the "**IRE**."

Step 1: The Independent Review Organization reviews your appeal.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- We will send the information about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

If you had a "fast appeal" at Level 1, you will also have a "fast appeal" at Level 2

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 72 hours of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

If you had a "standard appeal" at Level 1, you will also have a "standard appeal" at Level 2

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 30 calendar days of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

Step 2: The Independent Review Organization gives you their answer.

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- If the review organization says **yes** to part or all of what you requested, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization.
- If this organization says **no** to part or all of your appeal, it means they agree with us that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision." It is also called "turning down your appeal.")
 - ♦ If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the

Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you got after your Level 2 Appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading Chapter 7 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." Chapter 7 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells you how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 4.1 in this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service; see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)." We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: "Using our plan's coverage for your medical services").

We will say *yes* or *no* to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or if you haven't paid for the services, we will send the payment directly to the provider. (When we send the payment, it's the same as saying *yes* to your request for a coverage decision.)
- If the medical care is not covered, or you did not follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3 of this chapter. Go to this part for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is *yes* at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

SECTION 6. Your Part D prescription drugs: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 6.1 This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug

Your benefits as a member of our plan include coverage for many prescription drugs. Please refer to our **Kaiser Permanente 2016 Abridged Formulary** or **Kaiser Permanente 2016 Comprehensive Formulary**. To be covered, the drug must be used for a medically accepted indication. (A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.)

- **This section is about your Part D drugs only.** To keep things simple, we generally say "drug" in the rest of this section, instead of repeating "covered outpatient prescription drug" or "Part D drug" every time.
- For details about what we mean by Part D drugs, the **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**, rules and restrictions on coverage, and cost information, see Chapter 5 ("Using our plan's coverage for your Part D prescription drugs") and Chapter 6 ("What you pay for your Part D prescription drugs").

Part D coverage decisions and appeals

As discussed in Section 4 of this chapter, a coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs.

Legal Terms

An initial coverage decision about your Part D drugs is called a " coverage determination. "

Here are examples of coverage decisions you ask us to make about your Part D drugs:

- You ask us to make an exception, including:
 - ◆ Asking us to cover a Part D drug that is not on our **Kaiser Permanente 2016 Comprehensive Formulary**.
 - ◆ Asking us to waive a restriction on our plan's coverage for a drug (such as limits on the amount of the drug you can get).
 - ◆ Asking to pay a lower cost-sharing amount for a covered nonpreferred drug.
- You ask us whether a drug is covered for you and whether you meet the requirements for coverage. For example, when your drug is on our **Kaiser Permanente 2016 Comprehensive Formulary**, but we require you to get approval from us before we will cover it for you.
 - ◆ **Please note:** If your pharmacy tells you that your prescription cannot be filled as written, you will get a written notice explaining how to contact us to ask for a coverage decision.
- You ask us to pay for a prescription drug you already bought. This is a request for a coverage decision about payment.

If you disagree with a coverage decision we have made, you can appeal our decision.

This section tells you both how to ask for coverage decisions and how to request an appeal.

Use the chart below to help you determine which part has information for your situation:

Which of these situations are you in?

Do you need a drug that isn't on our Drug List or need us to waive a rule or restriction on a drug we cover?	Do you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need?	Do you want to ask us to pay you back for a drug you have already received and paid for?	Have we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for?
You can ask us to make an exception. (This is a type of coverage decision.) Start with Section 6.2 in this chapter.	You can ask us for a coverage decision. Skip ahead to Section 6.4 in this chapter.	You can ask us to pay you back. (This is a type of coverage decision.) Skip ahead to Section 6.4 in this chapter.	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 6.5 in this chapter.

Section 6.2 What is an exception?

If a drug is not covered in the way you would like it to be covered, you can ask us to make an **"exception."** An exception is a type of coverage decision. Similar to other types of coverage decisions, if we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. We will then consider your request. Here are three examples of exceptions that you or your doctor or other prescriber can ask us to make:

- 1. Covering a Part D drug for you that is not on our Kaiser Permanente 2016 Comprehensive Formulary.** (We call it the "Drug List" for short.)

Legal Terms

Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a **"formulary exception."**

- If we agree to make an exception and cover a drug that is not on the Drug List, you will need to pay the cost-sharing amount that applies to drugs in Tier 3 (preferred brand-name drugs). You cannot ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 2. Removing a restriction on our coverage for a covered drug.** There are extra rules or restrictions that apply to certain drugs on our **Kaiser Permanente 2016 Abridged**

Formulary and **Kaiser Permanente 2016 Comprehensive Formulary** (for more information, go to Chapter 5 and look for Section 4).

Legal Terms
Asking for removal of a restriction on coverage for a drug is sometimes called asking for a " formulary exception. "

- The extra rules and restrictions on coverage for certain drugs include:
 - ♦ Getting **plan approval in advance** before we will agree to cover the drug for you. (This is sometimes called "prior authorization.")
- If we agree to make an exception and waive a restriction for you, you can ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 3. **Changing coverage of a drug to a lower cost-sharing tier.** Every drug on our Drug List is in one of six cost-sharing tiers. In general, the lower the cost-sharing tier number, the less you will pay as your share of the cost of the drug.

Legal Terms
Asking to pay a lower price for a covered nonpreferred drug is sometimes called asking for a " tiering exception. "

- If your drug is in Tier 2 (generic drugs), you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 1 (preferred generic drugs). This would lower your share of the cost for the drug.
- If your drug is in Tier 4 (nonpreferred brand-name drugs), you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 3 (preferred brand-name drugs). This would lower your share of the cost for the drug.
- You cannot ask us to change the cost-sharing tier for any drug in Tier 5 (specialty-tier drugs).

Section 6.3 Important things to know about asking for exceptions

Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These different possibilities are called "**alternative**" drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally not approve your request for an exception.

We can say yes or no to your request

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say **no** to your request for an exception, you can ask for a review of our decision by making an appeal. Section 6.5 tells you how to make an appeal if we say no.

The next section tells you how to ask for a coverage decision, including an exception.

Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception

Step 1: You ask us to make a coverage decision about the drug(s) or payment you need. If your health requires a quick response, you must ask us to make a "fast coverage decision." You cannot ask for a fast coverage decision if you are asking us to pay you back for a drug you already bought.

What to do:

- **Request the type of coverage decision you want.** Start by calling, writing, or faxing us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can also access the coverage decision process through our website. For the details, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs." Or if you are asking us to pay you back for a drug, go to the section called "Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received."
- **You or your doctor or someone else who is acting on your behalf** can ask for a coverage decision. Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative. You can also have a lawyer act on your behalf.
- **If you want to ask us to pay you back for a drug**, start by reading Chapter 7 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." Chapter 7 describes the situations in which you may need to ask for reimbursement. It also tells you how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- **If you are requesting an exception, provide the "supporting statement."** Your doctor or other prescriber must give us the medical reasons for the drug exception you are requesting. (We call this the "supporting statement.") Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing a written statement if necessary. See Sections 6.2 and 6.3 for more information about exception requests.
- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.

If your health requires it, ask us to give you a "fast coverage decision"

Legal Terms

A "fast coverage decision" is called an " expedited coverage determination. "
--

- When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. A standard coverage decision means we will give you an answer **within 72 hours after we receive your doctor's statement**. A fast coverage decision means we will answer within 24 hours after we receive your doctor's statement.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for a drug you have not yet received. (You cannot get a fast coverage decision if you are asking us to pay you back for a drug you have already bought.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor or other prescriber tells us that your health requires a "fast coverage decision,"** we will automatically agree to give you a fast coverage decision.
- **If you ask for a fast coverage decision on your own** (without your doctor's or other prescriber's support), we will decide whether your health requires that we give you a fast coverage decision.
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor or other prescriber asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell you how you can file a complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. It tells you how to file a "fast complaint," which means you would get our answer to your complaint within 24 hours of receiving the complaint. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, see Section 10 in this chapter.)

Step 2: We consider your request and we give you our answer.

Deadlines for a "fast coverage decision"

- If we are using the fast deadlines, we must give you our answer **within 24 hours**.
 - ◆ Generally, this means within 24 hours after we receive your request. If you are requesting an exception, we will give you our answer within 24 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later

in this section, we talk about this review organization and explain what happens at Appeal Level 2.

- If our answer is **yes** to part or all of what you requested, we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor's statement supporting your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Deadlines for a "standard coverage decision" about a drug you have not yet received

- If we are using the standard deadlines, we must give you our answer **within 72 hours**.
 - ◆ Generally, this means within 72 hours after we receive your request. If you are requesting an exception, we will give you our answer within 72 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is **yes** to part or all of what you requested:
 - ◆ If we approve your request for coverage, we must provide the coverage we have agreed to provide within 72 hours after we receive your request or doctor's statement supporting your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Deadlines for a "standard coverage decision" about payment for a drug you have already bought

- We must give you our answer **within 14 calendar days** after we receive your request.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is **yes** to part or all of what you requested, we are also required to make payment to you within 14 calendar days after we receive your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Step 3: If we say *no* to your coverage request, you decide if you want to make an appeal.

- If we say no, you have the right to request an appeal. Requesting an appeal means asking us to reconsider—and possibly change—the decision we made.

Section 6.5 Step-by-step: How to make a Level 1 Appeal

(how to ask for a review of a coverage decision made by our plan)

Legal Terms

An appeal to our plan about a Part D drug coverage decision is called a plan "**redetermination.**"

Step 1: You contact us and make your Level 1 Appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start your appeal, you (or your representative or your doctor or other prescriber) must contact us.**
 - ◆ For details about how to reach us by phone, fax, or mail, or on our website for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **If you are asking for a standard appeal, make your appeal by submitting a written request.**
- **If you are asking for a fast appeal, you may make your appeal in writing or you may call us at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."**
- We must accept any written request, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information in your appeal and add more information.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
 - ◆ If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal"

Legal Terms
A "fast appeal" is also called an " expedited redetermination. "

- If you are appealing a decision we made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a "fast appeal."
- The requirements for getting a "fast appeal" are the same as those for getting a "fast coverage decision" in Section 6.4 of this chapter.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your coverage request. We check to see if we were following all the rules when we said *no* to your request. We may contact you or your doctor or other prescriber to get more information.

Deadlines for a "fast appeal"

- If we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires it.
 - ♦ If we do not give you an answer within 72 hours, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our **answer is yes** to part or all of what you requested, we must provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- If our **answer is no** to part or all of what you requested, we will send you a written statement that explains why we said *no* and how to appeal our decision.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 7 calendar days after we receive your appeal**. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so. If you believe your health requires it, you should ask for a "fast appeal."
- If we do not give you a decision within 7 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we tell you about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested:
 - ♦ If we approve a request for coverage, we must provide the coverage we have agreed to provide as quickly as your health requires, but no later than 7 calendar days after we receive your appeal.

- ◆ If we approve a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive your appeal request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said **no** and how to appeal our decision.

Step 3: If we say *no* to your appeal, you decide if you want to continue with the appeals process and make *another* appeal.

- If we say **no** to your appeal, you then choose whether to accept this decision or continue by making another appeal.

If you decide to make another appeal, it means your appeal is going on to Level 2 of the appeals process (see below).

Section 6.6 Step-by-step: How to make a Level 2 Appeal

If we say **no** to your appeal, you then choose whether to accept this decision or continue by making another appeal. If you decide to go on to a Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: To make a Level 2 Appeal, you (or your representative or your doctor or other prescriber) must contact the Independent Review Organization and ask for a review of your case.

- If we say **no** to your Level 1 Appeal, the written notice we send you will include instructions about how to make a Level 2 Appeal with the Independent Review Organization. These instructions will tell you who can make this Level 2 Appeal, what deadlines you must follow, and how to reach the review organization.
- When you make an appeal to the Independent Review Organization, we will send the information we have about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.

Step 2: The Independent Review Organization does a review of your appeal and gives you an answer.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This

organization is a company chosen by Medicare to review our decisions about your Part D benefits with us.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal. The organization will tell you its decision in writing and explain the reasons for it.

Deadlines for "fast appeal" at Level 2

- If your health requires it, ask the Independent Review Organization for a "fast appeal."
- If the review organization agrees to give you a fast appeal, the review organization must give you an answer to your Level 2 Appeal **within 72 hours after it receives your appeal request.**
- **If the Independent Review Organization says *yes* to part or all of what you requested,** we must provide the drug coverage that was approved by the review organization within 24 hours after we receive the decision from the review organization.

Deadlines for "standard appeal" at Level 2

- If you have a standard appeal at Level 2, the review organization must give you an answer to your Level 2 Appeal **within 7 calendar days after it receives your appeal.**
- If the Independent Review Organization says *yes* to part or all of what you requested:
 - ♦ If the Independent Review Organization approves a request for coverage, we must provide the drug coverage that was approved by the review organization within 72 hours after we receive the decision from the review organization.
 - ♦ If the Independent Review Organization approves a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive the decision from the review organization.

What if the review organization says *no* to your appeal?

If this organization says *no* to your appeal, it means the organization agrees with our decision not to approve your request. (This is called "upholding the decision." It is also called "turning down your appeal.")

If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the drug coverage you are requesting must meet a minimum amount. If the dollar value of the drug coverage you are requesting is too low, you cannot make another appeal and the decision at Level 2 is final. The notice you get from the Independent Review Organization will tell you the dollar value that must be in dispute to continue with the appeals process.

Step 3: If the dollar value of the coverage you are requesting meets the requirement, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third

appeal. If you decide to make a third appeal, the details about how to do this are in the written notice you got after your second appeal.

- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 7. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "**discharge date**."
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

During your covered hospital stay, you will be given a written notice called **An Important Message from Medicare about Your Rights**. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- Read this notice carefully and ask questions if you don't understand it. It tells you about your rights as a hospital patient, including:
 - ◆ Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
 - ◆ Your right to be involved in any decisions about your hospital stay, and know who will pay for it.
 - ◆ Where to report any concerns you have about quality of your hospital care.

- ◆ Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

Legal Terms
The written notice from Medicare tells you how you can " request an immediate review. " Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 7.2 below tells you how you can request an immediate review.)

- **You must sign the written notice** to show that you received it and understand your rights.
 - ◆ You or someone who is acting on your behalf must sign the notice. (Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative.)
 - ◆ Signing the notice shows **only** that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice does **not** mean you are agreeing on a discharge date.
- **Keep your copy** of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.
 - ◆ If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
 - ◆ To look at a copy of this notice in advance, you can call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. You can also see it online at **<http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>**.

<p>Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date</p>

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.

It checks to see if your planned discharge date is medically appropriate for you.

Step 1: Contact the Quality Improvement Organization for your state and ask for a "fast review" of your hospital discharge. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

How can you contact this organization?

- The written notice you received (**An Important Message from Medicare About Your Rights**) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization **before** you leave the hospital and **no later than your planned discharge date**. (Your "planned discharge date" is the date that has been set for you to leave the hospital.)
 - ♦ **If you meet this deadline**, you are allowed to stay in the hospital after your discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.
 - ♦ **If you do not meet this deadline**, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 7.4.

Ask for a "fast review":

- You must ask the Quality Improvement Organization for a "fast review" of your discharge. Asking for a "fast review" means you are asking for the organization to use the "fast" deadlines for an appeal instead of using the standard deadlines.

Legal Terms
A "fast review" is also called an "immediate review" or an "expedited review."

Step 2: The Quality Improvement Organization conducts an independent review of your case.*What happens during this review?*

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives you your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

Legal Terms

This written explanation is called the "**Detailed Notice of Discharge**." You can get a sample of this notice by calling Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048**.) Or you can see a sample notice online at <http://www.cms.hhs.gov/BNI/>.

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.*What happens if the answer is **yes**?*

- If the review organization says **yes** to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet.)

*What happens if the answer is **no**?*

- If the review organization says **no** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for your **inpatient hospital services will end** at noon on the day after the Quality Improvement Organization gives you its answer to your appeal.
- If the review organization says **no** to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost of hospital care** you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to "Level 2" of the appeals process.

Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 calendar days** after the day the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

*If the review organization says **yes**:*

- We must reimburse you for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- You must continue to pay your share of the costs and coverage limitations may apply.

*If the review organization says **no**:*

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further by going on to Level 3.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 7.4 What if you miss the deadline for making your Level 1 Appeal?**You can appeal to us instead**

As explained above in Section 7.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. ("Quickly" means before you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Legal Terms

A "fast review" (or "fast appeal") is also called an "**expedited appeal**."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, **go to Chapter 2**, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of your planned discharge date, checking to see if it was medically appropriate.

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
- **If you stayed in the hospital after your planned discharge date, then you may have to pay the full cost of hospital care you received after the planned discharge date.**

*Step 4: If we say **no** to your fast appeal, your case will automatically be sent on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that you are **automatically** going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 10 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The Independent Review Organization is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency.

This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- If this **organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue our plan's coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with us that your planned hospital discharge date was medically appropriate.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by a judge.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say **no** to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 8. How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 8.1 *This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services*

This section is **only** about the following types of care:

- **Home health care services** you are getting.
- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a "skilled nursing facility," see Chapter 12, "Definitions of important words.")
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 12, "Definitions of important words.")

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information about your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, **we will stop paying our share of the cost for your care.**

If you think we are ending the coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Section 8.2 We will tell you in advance when your coverage will be ending

- **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
 - ♦ The written notice tells you the date when we will stop covering the care for you.
 - ♦ The written notice also tells you what you can do if you want to ask us to change this decision about when to end your care, and keep covering it for a longer period of time.

Legal Terms

In telling you what you can do, the written notice is telling how you can request a "**fast-track appeal.**" Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 8.3 below tells you how you can request a fast-track appeal.)

The written notice is called the "**Notice of Medicare Non-Coverage.**" To get a sample copy, call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048.**) Or see a copy online at <http://www.cms.hhs.gov/BNI/>.

- You must sign the written notice to show that you received it.
 - ♦ You or someone who is acting on your behalf must sign the notice. (Section 4 tells you how you can give written permission to someone else to act as your representative.)
 - ♦ Signing the notice shows **only** that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with us that it's time to stop getting the care.

Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 10 in this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.

Step 1: Make your Level 1 Appeal: Contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care experts who are paid by the federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

How can you contact this organization?

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

What should you ask for?

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

Your deadline for contacting this organization.

- You must contact the Quality Improvement Organization to start your appeal no later than noon of the day after you receive the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 8.5 in this chapter.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage

for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.

- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers inform us of your appeal, you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

Legal Terms
This notice of explanation is called the " Detailed Explanation of Non-Coverage. "

Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

*What happens if the reviewers say **yes** to your appeal?*

- If the reviewers say *yes* to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

*What happens if the reviewers say **no** to your appeal?*

- If the reviewers say *no* to your appeal, then **your coverage will end** on the date we have told you. We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after this date when your coverage ends, **then you will have to pay the full cost of this care yourself.**

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say *no* to your Level 1 Appeal, and you choose to continue getting care after your coverage for the care has ended, then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.

Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time
--

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization

turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.

*What happens if the review organization says **yes** to your appeal?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says **no**?*

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 8.5 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 8.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A "fast review" (or "fast appeal") is also called an " expedited appeal ."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending our plan's coverage for services you were receiving.
- We will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say yes to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say no to your fast appeal**, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end, **then you will have to pay the full cost of this care yourself.**

*Step 4: If we say **no** to your fast appeal, your case will automatically go on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, **we are required to send your appeal to the Independent Review Organization.** When we do this, it means that you are automatically going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 10 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The **Independent Review Organization** is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with the decision our plan made to your first appeal and will not change it.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say **no** to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 9. Taking your appeal to Level 3 and beyond

Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the administrative law judge says *yes* to your appeal, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 4. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the judge's decision.
 - ◆ If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the administrative law judge says *no* to your appeal, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.

- ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says **no** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, or if the Appeals Council denies our request to review a favorable Level 3 Appeal decision, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Appeals Council's decision.
 - ◆ If we decide to appeal the decision, we will let you know in writing.
- **If the answer is *no* or if the Appeals Council denies the review request, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says **no** to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the administrative appeals process.

Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the value of the drug you have appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. If the dollar amount is less, you cannot appeal any further. The written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the administrative law judge within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may *not* be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says ***no*** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the Appeals Council within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may *not* be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says ***no*** to your appeal or denies your request to review the appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the appeals process.

Making complaints

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns



If your problem is about decisions related to benefits, coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 in this chapter.

Section 10.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive.

If you have a complaint regarding a service provided by a hospital or skilled nursing facility that is not part of our network, follow the complaint process established by Original Medicare. However, if you have a complaint involving a network hospital or skilled nursing facility (or you were directed to go to an out-of-network hospital or skilled nursing facility by our plan or one of the network providers), you will follow the instructions contained in this section. This is true even if you received a Medicare Summary Notice indicating that a claim was processed but not covered by Original Medicare. Furthermore, if you have a complaint regarding an emergency or urgently needed service, or the cost-sharing for hospital or skilled nursing facility services, you will follow the instructions contained in this section.

Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can "make a complaint":

- **Quality of your medical care**
 - ◆ Are you unhappy with the quality of care you have received (including care in the hospital)?
- **Respecting your privacy**
 - ◆ Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?
- **Disrespect, poor customer service, or other negative behaviors**
 - ◆ Has someone been rude or disrespectful to you?
 - ◆ Are you unhappy with how our Member Services has treated you?
 - ◆ Do you feel you are being encouraged to leave our plan?
- **Waiting times**
 - ◆ Are you having trouble getting an appointment, or waiting too long to get it?

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- ◆ Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by Member Services or other staff at our plan?
- ◆ Examples include waiting too long on the phone, in the waiting room, when getting a prescription, or in the exam room.
- **Cleanliness**
 - ◆ Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
- **Information you get from our plan**
 - ◆ Do you believe we have not given you a notice that we are required to give?
 - ◆ Do you think written information we have given you is hard to understand?

Timeliness (these types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)

The process of asking for a coverage decision and making appeals is explained in Sections 4–9 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:

- If you have asked us to give you a "fast coverage decision" or a "fast appeal," and we have said we will not, you can make a complaint.
- If you believe our plan is not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.
- When a coverage decision we made is reviewed and our plan is told that we must cover or reimburse you for certain medical services or drugs, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.
- When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 10.2 The formal name for "making a complaint" is "filing a grievance"

Legal Terms

- What this section calls a "complaint" is also called a "grievance."
- Another term for "making a complaint" is "filing a grievance."
- Another way to say "using the process for complaints" is "using the process for filing a grievance."

Section 10.3 Step-by-step: Making a complaint**Step 1: Contact us promptly—either by phone or in writing.**

- **Usually calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Call toll-free **1-888-777-5536 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to you in writing. We will also respond in writing when you make a complaint by phone if you request a written response or your complaint is related to quality of care.
- **If you have a complaint, we will try to resolve your complaint over the phone.** If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. Your grievance must explain your concern, such as why you are dissatisfied with the services you received. Please see Chapter 2 for whom you should contact if you have a complaint.
 - ◆ You must submit your grievance to us (orally or in writing) within 60 calendar days of the event or incident. We must address your grievance as quickly as your health requires, but no later than 30 calendar days after receiving your complaint. We may extend the time frame to make our decision by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.
 - ◆ You can file a fast grievance about our decision not to expedite a coverage decision or appeal, or if we extend the time we need to make a decision about a coverage decision or appeal. We must respond to your fast grievance within 24 hours.
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
- **If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal,"** we will automatically give you a "fast complaint." If you have a "fast complaint," it means we will give you an answer **within 24 hours**.

Legal Terms

What this section calls a "**fast complaint**" is also called an "**expedited grievance**."

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.

- **Most complaints are answered in 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization

You can make your complaint about the quality of care you received to us by using the step-by-step process outlined above.

When your complaint is about quality of care, you also have two extra options:

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (without making the complaint to us).
 - ♦ The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.
 - ♦ To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

Section 10.5 You can also tell Medicare about your complaint

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call **1-800-MEDICARE (1-800-633-4227)**. TTY/TDD users can call **1-877-486-2048**.

CHAPTER 10. Ending your membership in our plan

SECTION 1. Introduction	212
Section 1.1 This chapter focuses on ending your membership in our plan.....	212
SECTION 2. When can you end your membership in our plan?	212
Section 2.1 You can end your membership at any time.....	212
Section 2.2 Where can you get more information about when you can end your membership?	213
SECTION 3. How do you end your membership in our plan?	213
Section 3.1 To end your membership, you must ask us in writing	213
SECTION 4. Until your membership ends, you must keep getting your medical services and drugs through our plan	214
Section 4.1 Until your membership ends, you are still a member of our plan	214
SECTION 5. We must end your membership in our plan in certain situations.....	215
Section 5.1 When must we end your membership in our plan?	215
Section 5.2 We <u>cannot</u> ask you to leave our plan for any reason related to your health.....	216
Section 5.3 You have the right to make a complaint if we end your membership in our plan	216

SECTION 1. Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in our plan may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- **You might leave our plan because you have decided that you want to leave.**
 - ◆ You can disenroll from our plan at any time. Section 2 tells you more about when you can end your membership in our plan.
 - ◆ The process for voluntarily ending your membership varies depending upon what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care and prescription drugs through our plan until your membership ends.

SECTION 2. When can you end your membership in our plan?

Section 2.1 You can end your membership at any time

You can disenroll from this plan at any time. You may switch to Original Medicare, or if you have a special enrollment period, you may enroll in a Medicare Advantage or another Medicare prescription drug plan. If you have Medicare prescription drug coverage through our plan, your Medicare prescription drug coverage will also end. Your membership will usually end on the last day of the month in which we receive your request to change your plan.

Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage means the coverage is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.) See Chapter 6, Section 9, for more information about the late enrollment penalty.

Section 2.2 Where can you get more information about when you can end your membership?

If you have any questions or would like more information about when you can end your membership:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can find the information in the **Medicare & You** 2016 handbook.
 - ◆ Everyone with Medicare receives a copy of **Medicare & You** each fall. Those new to Medicare receive it within a month after first signing up.
 - ◆ You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or you can order a printed copy by calling Medicare at the number below.
- You can contact **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3. How do you end your membership in our plan?

Section 3.1 To end your membership, you must ask us in writing

You may end your membership in our plan at any time during the year and change to Original Medicare. To end your membership, you must make a request in writing to us. Your membership will end on the last day of the month in which we receive your request. Contact us if you need more information on how to do this. If you have drug coverage through our plan and you leave our plan during the year, you will have the opportunity to join a Medicare prescription drug plan when you leave. The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> • Another Medicare health plan. 	<ul style="list-style-type: none"> • Enroll in the Medicare health plan. • You will automatically be disenrolled from our plan when your new plan's coverage begins.
<ul style="list-style-type: none"> • Original Medicare with a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet). Then contact the Medicare prescription drug plan that you want to enroll in and ask to be enrolled. • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and

If you would like to switch from our plan to:	This is what you should do:
	<p>ask to be disenrolled. TTY users should call 1-877-486-2048.</p> <ul style="list-style-type: none">• You will be disenrolled from our plan when your coverage in Original Medicare begins. If you join a Medicare prescription drug plan, that coverage should begin at this time as well.
<ul style="list-style-type: none">• Original Medicare without a separate Medicare prescription drug plan. <p>Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. See Chapter 6, Section 9, for more information about the late enrollment penalty.</p>	<ul style="list-style-type: none">• Send us a written request to disenroll. Contact Member Services if you need more information about how to do this (phone numbers are printed on the back cover of this booklet).• You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.• You will be disenrolled from our plan when your coverage in Original Medicare begins.

SECTION 4. Until your membership ends, you must keep getting your medical services and drugs through our plan

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave our plan, it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information about when your new coverage begins.) During this time, you must continue to get your medical care and prescription drugs through our plan.

- **You should continue to use our network pharmacies to get your prescriptions filled until your membership in our plan ends.** Usually, your prescription drugs are only covered if they are filled at a network pharmacy, including through our mail-order pharmacy services.
- If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged (even if you are discharged after your new health coverage begins).

- If you use out-of-network providers to obtain medical services, the services are covered under Original Medicare. You will be responsible for Original Medicare's cost-sharing for such services, with the exception of emergency and urgently needed services. If you get prescription drugs from an out-of-network provider, you will be responsible for the cost of the drug.

SECTION 5. We must end your membership in our plan in certain situations

Section 5.1 When must we end your membership in our plan?

We must end your membership in our plan if any of the following happen:

- If you do not stay continuously enrolled in Part B. Members must stay continuously enrolled in Part B.
- If you move out of our service area or if you are away from our service area for more than 90 days.
 - ♦ If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area. Phone numbers for Member Services are printed on the back cover of this booklet.
- If you become incarcerated (go to prison), we will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.
- If you lie about or withhold information about other insurance you have that provides prescription drug coverage, we may disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
 - ♦ If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you do not pay our plan premiums.
- If you are required to pay the extra Part D amount because of your income and you do not pay it, Medicare will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.

Where can you get more information?

If you have questions or would like more information about when we can end your membership:

- You can call Member Services for more information (phone numbers are printed on the back cover of this booklet).

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

We are not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in Chapter 9, Section 10, for information about how to make a complaint.

CHAPTER 11. Legal notices

SECTION 1. Notice about governing law.....	218
SECTION 2. Notice about nondiscrimination.....	218
SECTION 3. Notice about Medicare Secondary Payer subrogation rights.....	218
SECTION 4. Administration of this Evidence of Coverage	218
SECTION 5. Applications and statements.....	218
SECTION 6. Assignment.....	219
SECTION 7. Attorney and advocate fees and expenses	219
SECTION 8. Coordination of benefits	219
SECTION 9. Employer responsibility.....	219
SECTION 10. Evidence of Coverage binding on members.....	219
SECTION 11. Government agency responsibility.....	220
SECTION 12. Member nonliability.....	220
SECTION 13. No waiver	220
SECTION 14. Notices	220
SECTION 15. Overpayment recovery.....	220
SECTION 16. Third party liability	220
SECTION 17. U.S. Department of Veterans Affairs.....	221
SECTION 18. Workers' compensation or employer's liability benefits.....	221
SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance.....	222

SECTION 1. Notice about governing law

Many laws apply to this **Evidence of Coverage** and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2. Notice about nondiscrimination

We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare health plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

SECTION 3. Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Kaiser Permanente Medicare Plus, as a Medicare Cost Plan sponsor, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any state laws.

SECTION 4. Administration of this Evidence of Coverage

We may adopt reasonable policies, procedures, and interpretations to promote orderly and efficient administration of this **Evidence of Coverage**.

SECTION 5. Applications and statements

You must complete any applications, forms, or statements that we request in our normal course of business or as specified in this **Evidence of Coverage**.

SECTION 6. Assignment

You may not assign this **Evidence of Coverage** or any of the rights, interests, claims for money due, benefits, or obligations hereunder without our prior written consent.

SECTION 7. Attorney and advocate fees and expenses

In any dispute between a member and Health Plan, the Medical Group, or Kaiser Foundation Hospitals, each party will bear its own fees and expenses, including attorneys' fees, advocates' fees, and other expenses.

SECTION 8. Coordination of benefits

As described in Chapter 1 (Section 7) "How other insurance works with our plan," if you have other insurance, you are required to use your other coverage in combination with your coverage as a Medicare Plus member to pay for the care you receive. This is called "coordination of benefits" because it involves coordinating all of the health benefits that are available to you. You will get your covered care as usual from network providers, and the other coverage you have will simply help pay for the care you receive.

If your other coverage is the primary payer, it will often settle its share of payment directly with us, and you will not have to be involved. However, if payment owed to us by a primary payer is sent directly to you, you are required by Medicare law to give this primary payment to us. For more information about primary payments in third party liability situations, see Section 16, and for primary payments in workers' compensation cases, see Section 18.

You must tell us if you have other health care coverage, and let us know whenever there are any changes in your additional coverage.

SECTION 9. Employer responsibility

For any services that the law requires an employer to provide, we will not pay the employer, and when we cover any such services, we may recover the value of the services from the employer.

SECTION 10. Evidence of Coverage binding on members

By electing coverage or accepting benefits under this **Evidence of Coverage**, all members legally capable of contracting, and the legal representatives of all members incapable of contracting, agree to all provisions of this **Evidence of Coverage**.

SECTION 11. Government agency responsibility

For any services that the law requires be provided only by or received only from a government agency, we will not pay the government agency, and when we cover any such services we may recover the value of the services from the government agency.

SECTION 12. Member nonliability

Our contracts with network providers provide that you are not liable for any amounts we owe. However, you are liable for the cost of noncovered services you obtain from network providers or out-of-network providers.

SECTION 13. No waiver

Our failure to enforce any provision of this **Evidence of Coverage** will not constitute a waiver of that or any other provision, or impair our right thereafter to require your strict performance of any provision.

SECTION 14. Notices

Our notices to you will be sent to the most recent address we have. You are responsible for notifying us of any change in your address. If you move, please call Member Services (phone numbers are printed on the back of this booklet) and Social Security at **1-800-772-1213** (TTY **1-800-325-0778**) as soon as possible to report your address change.

SECTION 15. Overpayment recovery

We may recover any overpayment we make for services from anyone who receives such an overpayment or from any person or organization obligated to pay for the services.

SECTION 16. Third party liability

As stated in Chapter 1, Section 7, third parties who cause you injury or illness (and/or their insurance companies) usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue these primary payments. If you obtain a judgment or settlement from or on behalf of a third party who allegedly caused an injury or illness for which you received covered services, you must pay us "Plan Charges" for those services. **Note:** This Section 16 does not affect your obligation to pay cost-sharing for these services, but we will credit any such payments toward the amount you must pay us under this section. Please refer to Chapter 12 for the definition of "Plan Charges."

To the extent permitted or required by law, we have the option of becoming subrogated to all claims, causes of action, and other rights you may have against a third party or an insurer, government program, or other source of coverage for monetary damages, compensation, or indemnification on account of the injury or illness allegedly caused by the third party. We will be so subrogated as of the time we mail or deliver a written notice of our exercise of this option to you or your attorney, but we will be subrogated only to the extent of the total of Plan Charges for the relevant services.

To secure our rights, we will have a lien on the proceeds of any judgment or settlement you or we obtain against a third party. The proceeds of any judgment or settlement that you or we obtain shall first be applied to satisfy our lien, regardless of whether the total amount of the proceeds is less than the actual losses and damages you incurred.

Within 30 days after submitting or filing a claim or legal action against a third party, you must send written notice of the claim or legal action to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Attention: Patient Financial Services Dep't
2101 East Jefferson Street, Rockville, Maryland 20852

In order for us to determine the existence of any rights we may have and to satisfy those rights, you must complete and send us all consents, releases, authorizations, assignments, and other documents, including lien forms directing your attorney, the third party, and the third party's liability insurer to pay us directly. You may not agree to waive, release, or reduce our rights under this provision without our prior, written consent.

If your estate, parent, guardian, or conservator asserts a claim against a third party based on your injury or illness, your estate, parent, guardian, or conservator and any settlement or judgment recovered by the estate, parent, guardian, or conservator shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the third party. We may assign our rights to enforce our liens and other rights.

SECTION 17. U.S. Department of Veterans Affairs

For any services for conditions arising from military service that the law requires the Department of Veterans Affairs to provide, we will not pay the Department of Veterans Affairs, and when we cover any such services we may recover the value of the services from the Department of Veterans Affairs.

SECTION 18. Workers' compensation or employer's liability benefits

As stated in Chapter 1, Section 7, workers' compensation usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue primary payments under workers' compensation or employer's liability law. You may be eligible for payments or other benefits, including amounts received as a settlement (collectively referred to as "Financial Benefit"), under workers' compensation or employer's liability law. We will provide covered services even if it is unclear

whether you are entitled to a Financial Benefit, but we may recover the value of any covered services from the following sources:

- From any source providing a Financial Benefit or from whom a Financial Benefit is due.
- From you, to the extent that a Financial Benefit is provided or payable or would have been required to be provided or payable if you had diligently sought to establish your rights to the Financial Benefit under any workers' compensation or employer's liability law.

SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance

We are subject to regulation in this Commonwealth by the State Corporation Commission Bureau of Insurance pursuant to Title 38.2 and by the Virginia Department of Health pursuant to Title 32.1.

In the event you need to contact someone about this insurance for any reason, please contact your agent. If no agent was involved in the sale of this insurance, or if you have additional questions, you may contact Kaiser Permanente at the following address and telephone number:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
P.O. Box 6831
2101 East Jefferson Street
Rockville MD 20849-6831
301-468-6000 or 1-800-777-7902

We recommend that you familiarize yourself with our customer satisfaction and appeals processes as described in Chapter 9: "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," and make use of it before taking any other action.

If you have been unable to contact or obtain satisfaction from the company or your agent, you may contact the Virginia State Corporation Commission's Bureau of Insurance at:

State Corporation Commission
Bureau of Insurance
P.O. Box 115
Richmond VA 23218
804-371-9741 or 1-800-552-7945

Written correspondence is preferable so that a record of your inquiry is maintained. When contacting your agent, Kaiser Permanente, or the Bureau of Insurance, have your policy number available

CHAPTER 12. Definitions of important words

Allowance – A specified credit amount that you can use toward the purchase price of an item. If the price of the item(s) you select exceeds the allowance, you will pay the amount in excess of the allowance, which does not apply to the annual out-of-pocket maximum.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Annual Enrollment Period – A set time each fall when members can change their health or drug plans. The Annual Enrollment Period is from October 15 until December 7. (As a member of a Medicare Cost Plan, you can switch to Original Medicare at any time. But you can only join a new Medicare health or drug plan during certain times of the year, such as the Annual Enrollment Period.)

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or prescription drugs or payment for services or drugs you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for a drug, item, or service you think you should be able to receive. Chapter 9 explains appeals, including the process involved in making an appeal.

Balance Billing – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost-sharing amount. As a member of our plan, you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

Benefit Period – The way that both our plan and Original Medicare measure your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Brand-Name Drug – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand-name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are generally not available until after the patent on the brand-name drug has expired.

Catastrophic Coverage Stage – The stage in the Part D Drug Benefit when you pay a low copayment or coinsurance for your drugs after you or other qualified parties on your behalf have spent **\$4,850** in covered drugs during the covered year.

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Coinsurance – An amount you may be required to pay as your share of the cost for services or prescription drugs. Coinsurance is usually a percentage (for example, 20%) of Plan Charges.

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used for certain types of problems only. This includes problems related to quality of care, waiting times, and the customer service you receive. See also "Grievance," in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Coordination of Benefits (COB) – Coordination of Benefits is a provision used to establish the order in which claims are paid when you have other insurance. If you have Medicare and other health insurance or coverage, each type of coverage is called a "payer." When there is more than one payer, there are "coordination of benefits" rules that decide which one pays first. The "primary payer" pays what it owes on your bills first, and then sends the rest to the "secondary payer" to pay. If payment owed to us is sent directly to you, you are required under Medicare law to give the payment to us. In some cases, there may also be a third payer. See Chapter 1 (Section 7) and Chapter 11 (Section 8) for more information.

Copayment – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit, hospital outpatient visit, or a prescription drug. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit or prescription drug.

Cost-Sharing – Cost-sharing refers to amounts that a member has to pay when services or drugs are received. (This is in addition to our plan's monthly premium.) Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services or drugs are covered; (2) any fixed "copayment" amount that a plan requires when a specific service or drug is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service or drug that a plan requires when the service or drug is received. A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. Note: In some cases, you may not pay all applicable cost-sharing at the time you receive the services, and we will send you a bill later for the cost-sharing. For example, if you receive nonpreventive care during a scheduled preventive care visit, we may bill you later for the cost-sharing applicable to the nonpreventive care. For items ordered in advance, you pay the copayment in effect on the order date (although we will not cover the item unless you still have coverage for it on the date you receive it) and you may be required to pay the copayment when the item is ordered. For outpatient prescription drugs, the order date is the date that the pharmacy processes the order after receiving all of the information they need to fill the prescription.

Cost-Sharing Tier – Every drug on the list of covered drugs is in one of six cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug.

Coverage Determination – A decision about whether a drug prescribed for you is covered by our plan and the amount, if any, you are required to pay for the prescription. In general, if you take your prescription to a pharmacy and the pharmacy tells you the prescription isn't covered under your plan, that isn't a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called "coverage decisions" in this booklet. Chapter 9 explains how to ask us for a coverage decision.

Covered Drugs – The term we use to mean all of the prescription drugs covered by our plan.

Covered Services – The general term we use to mean all of the health care services and items that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Daily Cost-Sharing Rate – A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. A daily cost-sharing rate is the copayment divided by the number of days in a month's supply. Here is an example: If your copayment for a one-month supply of a drug is \$30, and a one-month's supply in your plan is 30 days, then your "daily cost-sharing rate" is \$1 per day. This means you pay \$1 for each day's supply when you fill your prescription.

Deductible – The amount you must pay for health care or prescriptions before our plan begins to pay.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Dispensing Fee – A fee charged each time a covered drug is dispensed to pay for the cost of filling a prescription. The dispensing fee covers costs such as the pharmacist's time to prepare and package the prescription.

Durable Medical Equipment – Certain medical equipment that is ordered by your doctor for medical reasons. Examples are walkers, wheelchairs, or hospital beds.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

Emergency Medical Condition – Either: (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a plan hospital (or designated hospital) before delivery or if transfer poses a threat to your (or your unborn child's) health and safety.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Exception – A type of coverage determination that, if approved, allows you to get a drug that is not on your plan sponsor's formulary (a formulary exception), or get a nonpreferred drug at a lower cost-sharing level (a tiering exception). You may also request an exception if we limit the quantity or dosage of the drug you are requesting (a formulary exception).

Excluded Drug – A drug that is not a "covered Part D drug," as defined under 42 U.S.C. Section 1395w-102(e).

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Formulary – A list of Medicare Part D drugs covered by our plan.

Generic Drug – A prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand-name drug. Generally, a "generic" drug works the same as a brand-name drug and usually costs less.

Grievance – A type of complaint you make about us or one of our network providers or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Group Health Cooperative (GHC) – When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or GHC service area. GHC is located in parts of Washington and Northern Idaho. For more information, please refer to Chapter 3, Section 2.2, and you may visit GHC's website at ghc.org/about_gh/index.jhtml.

Home Health Aide – A home health aide provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (for example, bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Home Health Care – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered services are listed in the Medical Benefits Chart in Chapter 4. We cover home health care in accord with Medicare guidelines. Home health care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren't covered unless you are also getting a covered skilled service. Home health services do not include the services of housekeepers, food service arrangements, or full-time nursing care at home.

Hospice – An enrollee who has six months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums, you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

Hospital Inpatient Stay – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an "outpatient."

Income Related Monthly Adjustment Amount (IRMAA) – If your income is above a certain limit, you will pay an income-related monthly adjustment amount in addition to your plan premium. For example, individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Coverage Limit – The maximum limit of coverage under the Initial Coverage Stage.

Initial Coverage Stage – This is the stage before your total drug expenses have reached **\$3,310**, including amounts you've paid and what our plan has paid on your behalf.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the seven-month period that begins three months before the month you turn 65, includes the month you turn 65, and ends three months after the month you turn 65.

Inpatient Hospital Care – Health care that you get during an inpatient stay in an acute care general hospital.

Kaiser Foundation Health Plan (Health Plan) – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., is a nonprofit corporation and a Medicare Cost Plan. This **Evidence of Coverage** sometimes refers to Health Plan as "we" or "us."

Kaiser Permanente – Kaiser Foundation Hospitals, Health Plan, and the Medical Group.

Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary (Formulary or "Drug List") – A list of prescription drugs covered by our plan. The drugs on this list are selected by us with the help of doctors and pharmacists. The list includes both brand-name and generic drugs.

Kaiser Permanente Region – A Kaiser Foundation Health Plan organization or allied plan that conducts a direct-service health care program. When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or Group Health Cooperative service area. For more information, please refer to Chapter 3, Section 2.2.

Late Enrollment Penalty – An amount added to your monthly premium for Medicare drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more. You pay this higher amount as long as you have a Medicare drug plan. There are some exceptions. For example, if you receive "Extra Help" from Medicare to pay your prescription drug plan costs, you will not pay a late enrollment penalty.

Long-Term Care Hospital – A Medicare-certified acute-care hospital that typically provide Medicare covered services such as comprehensive rehabilitation, respiratory therapy, head trauma treatment, and pain management. They are not long-term care facilities such as convalescent or assisted living facilities.

Low Income Subsidy (LIS) – See "Extra Help."

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for Part A and Part B services covered by our plan. Amounts you pay for your plan premiums, Medicare Part A and Part B premiums, and Part D prescription drugs do not count toward the maximum out-of-pocket amount. See Chapter 4, Section 1.2, for information about your maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6, for information about how to contact Medicaid in your state.

Medical Care or Services – Health care services or items. Some examples of health care items include durable medical equipment, eyeglasses, and drugs covered by Medicare Part A or Part B, but not drugs covered under Medicare Part D.

Medical Group – It is the network of plan providers that our plan contracts with to provide covered services to you. The name of our medical group is the Mid-Atlantic Permanente Medical Group, P.C., a for-profit professional corporation.

Medically Accepted Indication – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, a PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area, except people with End-Stage Renal Disease (unless certain exceptions apply).

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare Coverage Gap Discount Program – A program that provides discounts on most covered Part D brand-name drugs to Part D enrollees who have reached the Coverage Gap Stage and who are not already receiving "Extra Help." Discounts are based on agreements between the federal government and certain drug manufacturers. For this reason, most, but not all, brand-name drugs are discounted.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-Inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

"Medigap" (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Cost Plan is not a Medigap policy.)

Member (Member of our Plan, or "Plan Member") – A person with Medicare who is eligible to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

Network Pharmacy – A network pharmacy is a pharmacy where members of our plan can get their prescription drug benefits. We call them "network pharmacies" because they contract with our plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

Network Physician – Any licensed physician who is a partner or employee of the Medical Group, or any licensed physician who contracts to provide services to our members (but not including physicians who contract only to provide referral services).

Network Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. We call them "**network providers**" when they have an agreement with our plan to accept our payment as payment in full, and in some cases, to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as "plan providers."

Organization Determination – The Cost plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. The Cost plan's network provider or facility has also made an organization determination when it provides you with an item or service, or refers you to an out-of-network provider for an item or service. Organization determinations are called "coverage decisions" in this booklet. Chapter 9 explains how to ask us for a coverage decision.

Original Medicare ("Traditional Medicare" or "Fee-for-Service" Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Pharmacy – A pharmacy that doesn't have a contract with our plan to coordinate or provide covered drugs to members of our plan. As explained in this **Evidence of Coverage**, most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply (see Chapter 5, Section 2.5, for more information).

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for "Cost-Sharing" above. A member's cost-sharing requirement to pay for a portion of services or drugs received is also referred to as the member's "out-of-pocket" cost requirement.

PACE Plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) for as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

Part C – See "**Medicare Advantage (MA) Plan.**"

Part D – The voluntary Medicare Prescription Drug Benefit Program. (For ease of reference, we will refer to the prescription drug benefit program as Part D.)

Part D Drugs – Drugs that can be covered under Part D. We may or may not offer all Part D drugs. (See your formulary for a specific list of covered drugs.) Certain categories of drugs were specifically excluded by Congress from being covered as Part D drugs.

Plan – Kaiser Permanente Medicare Plus.

Plan Charges – Plan Charges means the following:

- For services provided by the Medical Group or Kaiser Foundation Hospitals, the charges in Health Plan's schedule of Medical Group and Kaiser Foundation Hospitals charges for services provided to members.
- For services for which a provider (other than the Medical Group or Kaiser Foundation Hospitals) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider.
- For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a member for the item if a member's benefit plan did not cover the item (this amount is an estimate of: the cost of acquiring, storing, and dispensing drugs; the direct and indirect costs of providing Kaiser Permanente pharmacy services to members; and the pharmacy program's contribution to the net revenue requirements of Health Plan).
- For all other services, the payments that Kaiser Permanente makes for the services or, if Kaiser Permanente subtracts cost-sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost-sharing.

Post-Stabilization Care – Medically necessary services related to your emergency medical condition that you receive after your treating physician determines that this condition is clinically stable. You are considered clinically stable when your treating physician believes, within a reasonable medical probability and in accordance with recognized medical standards, that you are safe for discharge or transfer and that your condition is not expected to get materially worse during or as a result of the discharge or transfer.

Preferred Cost-Sharing – Preferred cost-sharing means lower cost-sharing for certain covered Part D drugs at certain network pharmacies.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Member cost-sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both network (preferred) and out-of-network (nonpreferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health care or prescription drug coverage.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1, for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services or certain drugs that may or may not be on our formulary. Some in-network medical services are covered only if your doctor or other network provider gets "prior authorization" from our plan. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4 and described in Chapter 3, Section 2.3. Some drugs are covered only if your doctor or other network provider gets "prior authorization" from us. Covered drugs that need prior authorization are marked in the formulary.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4, for information about how to contact the QIO for your state.

Quantity Limits – A management tool that is designed to limit the use of selected drugs for quality, safety, or utilization reasons. Limits may be on the amount of the drug that we cover per prescription or for a defined period of time.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (nonemergency) services. Our plan may disenroll you if you permanently move out of our plan's service area.

Services – Health care services or items.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Enrollment Period – A set time when members can change their health or drug plans or return to Original Medicare. Situations in which you may be eligible for a special enrollment period include: if you move outside the service area, if you are getting "Extra Help" with your prescription drug costs, if you move into a nursing home, or if we violate our contract with you.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

Specialty-Tier Drugs – Very high-cost drugs approved by the FDA that are on our formulary.

Standard Cost-Sharing – Standard cost-sharing is cost-sharing other than preferred cost-sharing offered at a network pharmacy.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

Kaiser Permanente Medicare Plus Member Services

METHOD	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

State Health Insurance Assistance Program

A State Health Insurance Assistance Program (SHIP) is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. Please refer to Chapter 2, Section 3, for SHIP contact information.

January 1 – December 31, 2016

Evidence of Coverage

Your Medicare Health Benefits and Services and Prescription Drug Coverage as a Member of Kaiser Permanente Medicare Plus (Cost)

This booklet gives you the details about your Medicare health care and prescription drug coverage from January 1 to December 31, 2016. It explains how to get coverage for the health care services and prescription drugs you need. This is an important legal document. Please keep it in a safe place.

This plan, Kaiser Permanente Medicare Plus, is offered by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When this **Evidence of Coverage** says "we," "us," or "our," it means Health Plan. When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Member Services has free language interpreter services available for non-English speakers (phone numbers are printed on the back cover of this booklet).

This information is available in a different format for the visually impaired by calling Member Services (phone numbers are printed on the back cover of this booklet).

Benefits, formulary, pharmacy network, premium, deductible, and/or copayments/coinsurance may change on January 1, 2017.

2016 Evidence of Coverage

Table of Contents

This list of chapters and page numbers is your starting point. For more help in finding information you need, go to the first page of a chapter. You will find a detailed list of topics at the beginning of each chapter.

CHAPTER 1. Getting started as a member..... 1

Explains what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, your plan premium, your plan membership card, and keeping your membership record up-to-date.

CHAPTER 2. Important phone numbers and resources 15

Tells you how to get in touch with our plan (Medicare Plus) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), programs that help people pay for their prescription drugs, and the Railroad Retirement Board.

CHAPTER 3. Using our plan's coverage for your medical services 29

Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in our plan's network and how to get care when you have an emergency.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay) 42

Gives the details about which types of medical care are covered and *not* covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.

CHAPTER 5. Using our plan's coverage for your Part D prescription drugs..... 102

Explains rules you need to follow when you get your Part D drugs. Tells how to use our **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary** to find out which drugs are covered. Tells which kinds of drugs are *not* covered. Explains several kinds of restrictions that apply to coverage for certain drugs. Explains where to get your prescriptions filled. Tells about our plan's programs for drug safety and managing medications.

CHAPTER 6. What you pay for your Part D prescription drugs 122

Tells about the four stages of drug coverage (Deductible Stage, Initial Coverage Stage, Coverage Gap Stage, and Catastrophic Coverage Stage) and how these stages affect what you pay for your drugs. Explains the six cost-sharing tiers for your Part D drugs and tells what you must pay for a drug in each cost-sharing tier. Tells about the late enrollment penalty.

CHAPTER 7. Asking us to pay our share of a bill you have received for covered medical services or drugs 146

Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services or drugs.

CHAPTER 8. Your rights and responsibilities 152

Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.

CHAPTER 9. What to do if you have a problem or complaint (coverage decisions, appeals, and complaints) 162

Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care or prescription drugs you think are covered by our plan. This includes asking us to make exceptions to the rules or extra restrictions on your coverage for prescription drugs, and asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.
- Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.

CHAPTER 10. Ending your membership in our plan..... 211

Explains when and how you can end your membership in our plan. Explains situations in which our plan is required to end your membership.

CHAPTER 11. Legal notices 217

Includes notices about governing law and about nondiscrimination.

CHAPTER 12. Definitions of important words 223

Explains key terms used in this booklet.

AMENDMENT. "What You Need To Know" – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices

CHAPTER 1. Getting started as a member

SECTION 1. Introduction	2
Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan	2
Section 1.2 What is the Evidence of Coverage booklet about?	2
Section 1.3 Legal information about the Evidence of Coverage.....	3
SECTION 2. What makes you eligible to be a plan member?	3
Section 2.1 Your eligibility requirements	3
Section 2.2 What are Medicare Part A and Medicare Part B?	4
Section 2.3 Here is our plan service area for Medicare Plus.....	4
SECTION 3. What other materials will you get from us?	5
Section 3.1 Your plan membership card—use it to get the care and prescription drugs covered by our plan	5
Section 3.2 The Provider Directory: Your guide to all providers in our network.....	5
Section 3.3 The Pharmacy Directory: Your guide to pharmacies in our network	6
Section 3.4 Our plan's Kaiser Permanente 2016 Abridged Formulary	6
Section 3.5 The Part D Explanation of Benefits (the "Part D EOB"): Reports with a summary of payments made for your Part D prescription drugs	7
SECTION 4. Your monthly premium for our plan	7
Section 4.1 How much is your plan premium?	7
Section 4.2 There are several ways you can pay your plan premium	10
Section 4.3 Can we change your monthly plan premium during the year?	11
SECTION 5. Please keep your plan membership record up-to-date	12
Section 5.1 How to help make sure that we have accurate information about you.....	12
SECTION 6. We protect the privacy of your personal health information.....	13
Section 6.1 We make sure that your health information is protected	13
SECTION 7. How other insurance works with our plan	13
Section 7.1 Which plan pays first when you have other insurance?.....	13

SECTION 1. Introduction

Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan

You are covered by Medicare, and you have chosen to get your Medicare health care and your prescription drug coverage through our plan, Kaiser Permanente Medicare Plus.

There are different types of Medicare health plans. Medicare Plus is a Medicare Cost Plan. Like all Medicare health plans, this Medicare Cost Plan is approved by Medicare and run by a private company.

Section 1.2 What is the Evidence of Coverage booklet about?

This **Evidence of Coverage** booklet tells you how to get your Medicare medical care and prescription drugs covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of our plan.

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage** and they all include Medicare Part D prescription drug coverage:

- Kaiser Permanente Medicare Plus High w/Part D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**High Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/Part D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/Part D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Part B Only Option**" plan for members without Medicare Part A coverage.
- Kaiser Permanente Medicare Plus Basic w/D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Part B Only Option**" plan for members without Medicare Part A coverage.

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

The words "coverage" and "covered services" refer to the medical care and services and the prescription drugs available to you as a member of our plan.

It's important for you to learn what our plan's rules are and what services are available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** booklet.

If you are confused or concerned or just have a question, please contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.3 Legal information about the Evidence of Coverage

It's part of our contract with you

This **Evidence of Coverage** is part of our contract with you about how our plan covers your care. Other parts of this contract include your enrollment form, our **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The contract is in effect for the months in which you are enrolled in Medicare Plus between January 1, 2016, and December 31, 2016.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of our plan after December 31, 2016. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2016.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer our plan and Medicare renews its approval of our plan.

SECTION 2. What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You have Medicare Part B (or you have both Part A and Part B) (Section 2.2 below tells you about Medicare Part A and Medicare Part B).
- – *and* – you live in our geographic service area (Section 2.3 below describes our service area).
- – *and* – you do not have End-Stage Renal Disease (ESRD), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer.

Section 2.2 What are Medicare Part A and Medicare Part B?

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services), skilled nursing facilities, or home health agencies.
- Medicare Part B is for most other medical services (such as physician's services and other outpatient services) and certain items (such as durable medical equipment and supplies).

Section 2.3 Here is our plan service area for Medicare Plus

Although Medicare is a federal program, our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes the city of Washington D.C. and these cities and counties in Maryland and Virginia: Alexandria City, Anne Arundel, Arlington, Baltimore County, Baltimore City, Carroll County, Fairfax City, Fairfax County, Falls Church City, Harford County, Howard County, Loudoun County, Manassas City, Manassas Park City, Montgomery County, Prince George's County, and Prince William County.

Also, our service area includes these parts of counties in Maryland, in the following ZIP codes only:

- **Calvert County:** 20639, 20678, 20689, 20714, 20732, 20736, and 20754.
- **Charles County:** 20601, 20602, 20603, 20604, 20612, 20616, 20617, 20637, 20640, 20643, 20646, 20658, 20675, 20677, and 20695.
- **Frederick County:** 21701, 21702, 21703, 21704, 21705, 21709, 21710, 21714, 21716, 21717, 21718, 21754, 21755, 21758, 21759, 21762, 21769, 21770, 21771, 21774, 21775, 21777, 21790, 21792, and 21793.

In addition, we offer coverage in several states. However, there may be cost or other differences between the plans we offer in each state. If you move out of state and into a state that is still within our service area, you must call Member Services in order to update your information. If you move into a state outside of our service area, you cannot remain a member of our plan. Please call Member Services to find out if we have a plan in your new state.

If you plan to move out of the service area, please contact Member Services (phone numbers are printed on the back cover of this booklet). When you move, you will have a special enrollment period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

SECTION 3. What other materials will you get from us?

Section 3.1 Your plan membership card—use it to get the care and prescription drugs covered by our plan

We will send you a plan membership card. You should use this card whenever you get covered services or drugs from a Medicare Plus network provider. Here's a sample membership card to show you what yours will look like:



If your plan membership card is damaged, lost, or stolen, call Member Services right away and we will send you a new card. Phone numbers for Member Services are printed on the back cover of this booklet.

Because Medicare Plus is a Medicare Cost Plan, you should also **keep your red, white, and blue Medicare card with you**. As a Cost Plan member, if you receive Medicare-covered services (except for emergency or urgent care) from an out-of-network provider or when you are outside of our service area, these services will be paid for by Original Medicare, not our plan. In these cases, you will be responsible for Original Medicare deductibles and coinsurance. (If you receive emergency or urgent care from an out-of-network provider or when you are outside of our service area, our plan will pay for these services.) It is important that you keep your red, white, and blue Medicare card with you for when you receive services paid for under Original Medicare.

Section 3.2 The Provider Directory: Your guide to all providers in our network

The **Provider Directory** lists our network providers.

What are "network providers"?

Network providers are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost-sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan. However, members of our

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

plan may also get services from out-of-network providers. If you get care from out-of-network providers, you will pay the cost-sharing amounts under Original Medicare.

If you don't have your copy of the **Provider Directory**, you can request a copy from Member Services (phone numbers are printed on the back cover of this booklet). You may ask Member Services for more information about our network providers, including their qualifications. You can view or download the **Provider Directory** at kp.org/directory. Both Member Services and our website can give you the most up-to-date information about our network providers.

Section 3.3 The Pharmacy Directory: Your guide to pharmacies in our network

What are "network pharmacies"?

Network pharmacies are all of the pharmacies that have agreed to fill covered prescriptions for our plan members.

Why do you need to know about network pharmacies?

You can use the **Pharmacy Directory** to find the network pharmacy you want to use.

There are changes to our network of pharmacies for next year. An updated **Pharmacy Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Pharmacy Directory**. Please review the 2015 **Pharmacy Directory** to see which pharmacies are in our network.

If you don't have the **Pharmacy Directory**, you can get a copy from Member Services (phone numbers are printed on the back cover of this booklet). At any time, you can call Member Services to get up-to-date information about changes in the pharmacy network. You can also find this information on our website at kp.org/directory.

Section 3.4 Our plan's Kaiser Permanente 2016 Abridged Formulary

Our plan has a **Kaiser Permanente 2016 Abridged Formulary**. We call it the "Drug List" for short. It tells you which Part D prescription drugs are covered under the Part D benefit included in our plan. The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our Drug List. The Drug List also tells you if there are any rules that restrict coverage for your drugs.

We will send you a copy of the Drug List. The Drug List we send to you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it. To get the most complete and current information about which drugs are covered, you can visit our website (kp.org/seniormedrx) or call Member Services (phone numbers are printed on the back cover of this booklet).

**Section 3.5 The Part D Explanation of Benefits (the "Part D EOB"):
Reports with a summary of payments made for your
Part D prescription drugs**

When you use your Part D prescription drug benefits, we will send you a summary report to help you understand and keep track of payments for your Part D prescription drugs. This summary report is called the **Part D Explanation of Benefits** (or the "**Part D EOB**").

The **Part D EOB** tells you the total amount you, or others on your behalf, have spent on your Part D prescription drugs and the total amount we have paid for each of your Part D prescription drugs during the month. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about the **Part D EOB** and how it can help you keep track of your drug coverage.

A **Part D EOB** summary is also available upon request. To get a copy, please contact Member Services (phone numbers are printed on the back cover of this booklet). You can also choose to get your **Part D EOB** online instead of by mail. Please visit kp.org/goinggreen and sign on to learn more about choosing to view your **Part D EOB** securely online.

SECTION 4. Your monthly premium for our plan

Section 4.1 How much is your plan premium?

As a member of our plan, you pay a monthly plan premium. The table below shows the monthly plan premium amount for each plan we are offering in the service area. In addition, you must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Medicare Plus plan name	Monthly plan premium
<p>High Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none">• Premium for medical benefits: \$62.60.• Premium for Medicare prescription drug coverage: \$66.40.• Total monthly premium amount: \$129.	<p>\$129</p>

<p>Standard Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$5.90. • Premium for Medicare prescription drug coverage: \$19.10. • Total monthly premium amount: \$25. 	<p>\$25</p>
<p>Standard Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$356.10. • Premium for Medicare prescription drug coverage: \$39.90. • Total monthly premium amount: \$396. 	<p>\$396</p>
<p>Basic Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$0. • Premium for Medicare prescription drug coverage: \$19. • Total monthly premium amount: \$19. 	<p>\$19</p>
<p>Basic Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$374.70. • Premium for Medicare prescription drug coverage: \$33.30. • Total monthly premium amount: \$408. 	<p>\$408</p>

In some situations, your plan premium could be less

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. Chapter 2, Section 7, tells you more about these programs. If you qualify, enrolling in the program might lower your monthly plan premium.

If you are *already enrolled* and getting help from one of these programs, the information about premiums in this **Evidence of Coverage** does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this rider by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

In some situations, your plan premium could be more

In some situations, your plan premium could be more than the amount listed above in this section. This situation is described below:

- Some members are required to pay a **late enrollment penalty** because they did not join a Medicare drug plan when they first became eligible or because they had a continuous period of 63 days or more when they didn't have "creditable" prescription drug coverage. ("Creditable" means the drug coverage is at least as good as Medicare's standard drug coverage.) For these members, the late enrollment penalty is added to our plan's monthly premium. Their premium amount will be the monthly plan premium plus the amount of their late enrollment penalty.
 - ◆ If you are required to pay the late enrollment penalty, the amount of your penalty depends upon how long you waited before you enrolled in drug coverage or how many months you were without drug coverage after you became eligible. Chapter 6, Section 9, explains the late enrollment penalty.
 - ◆ If you have a late enrollment penalty and do not pay it, you could lose your prescription drug coverage.

Many members are required to pay other Medicare premiums

In addition to paying the monthly plan premium, many members are required to pay other Medicare premiums. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. And most plan members pay a premium for Medicare Part B. You must continue paying your Medicare Part B premium to remain a member of our plan.

Some people pay an extra amount for Part D because of their yearly income; this is known as Income Related Monthly Adjustment Amounts, also known as IRMAA. If your income is greater than \$85,000 for an individual (or married individuals filing separately) or greater than \$170,000 for married couples, **you must pay an extra amount directly to the government** (not the Medicare plan) for your Medicare Part D coverage.

- **If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.**
- If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be.
- For more information about Part D premiums based on income, go to Chapter 6, Section 10, in this booklet. You can also visit <http://www.medicare.gov> on the Web or call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. Or you may call Social Security at **1-800-772-1213**. TTY users should call **1-800-325-0778**.

Your copy of **Medicare & You** 2016 gives you information about Medicare premiums in the section called "2016 Medicare Costs." This explains how the Medicare Part B and Part D premiums differ for people with different incomes. Everyone with Medicare receives a copy of **Medicare & You** each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of **Medicare & You** 2016 from the Medicare website (<http://www.medicare.gov>) or you can order a printed copy by phone at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users call **1-877-486-2048**.

Section 4.2 There are several ways you can pay your plan premium

There are three ways you can pay your plan premium. You will pay by check (Option 1) unless you tell us that you want your premium automatically deducted from your bank (Option 2) or your Social Security check (Option 3). To sign up for Option 2 or 3, or to change your selection at any time, please call Member Services and tell us which option you want.

If you decide to change the way you pay your premium, it can take up to three months for your new payment method to take effect. While we are processing your request for a new payment method, you are responsible for making sure that your plan premium is paid on time.

Option 1: You can pay by check or money order

You may send your monthly plan premium directly to us. We must receive your check made payable to "**Kaiser Permanente**" on or before the first of the coverage month at the following address:

Kaiser Permanente
Membership Accounting Department
PO Box 64199
Baltimore, MD 21264-4199

Note: You cannot pay in person.

Option 2: You can sign up for electronic funds transfer (EFT)

Instead of paying by check, you can have your monthly plan premium automatically withdrawn from your bank account. Please call Member Services to learn how to start or stop automatic payments of your plan premium and other details about this option, such as when your monthly withdrawal will occur. You can also make a payment using a credit card over the phone by calling our Membership Administration Department at **800-777-7902**, 8:00 a.m. to 4:30 p.m., Monday through Friday.

Option 3: You can have our plan premium taken out of your monthly Social Security check

You can have our plan premium taken out of your monthly Social Security check. Contact Member Services for more information about how to pay your monthly plan premium this way. We will be happy to help you set this up. Phone numbers for Member Services are printed on the back cover of this booklet.

What to do if you are having trouble paying your plan premium

Your plan premium is due in our office by the first day of the coverage month. If we have not received your premium payment by the 10th day of the coverage month, we will send you a notice telling you that your plan membership will end if we do not receive your premium payment within 90 days. If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.

If you are having trouble paying your plan premium on time, please contact Member Services to see if we can direct you to programs that will help with your plan premium. Phone numbers for Member Services are printed on the back cover of this booklet.

If we end your membership because you did not pay your premium, you will have health coverage under Original Medicare.

If we end your membership in our plan because you did not pay your plan premium or Part D optional supplemental benefit premium, then you may not be able to receive Part D coverage until the following year, if you enroll in a new plan during the annual enrollment period. During the annual enrollment period, you may either join a stand-alone prescription drug plan or a health plan that also provides drug coverage. (If you go without "creditable" drug coverage for more than 63 days, you may have to pay a late enrollment penalty for as long as you have Part D coverage.)

At the time we end your membership, you may still owe us for premiums you have not paid. We have the right to pursue collection of the premiums you owe.

If you think we have wrongfully ended your membership, you have a right to ask us to reconsider this decision by making a complaint. Chapter 9, Section 10, in this booklet tells you how to make a complaint. If you had an emergency circumstance that was out of your control and it caused you to not be able to pay your premiums within our grace period, you can ask Medicare to reconsider this decision by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 4.3 Can we change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for our plan's monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.

However, in some cases, the part of the premium that you have to pay can change during the year. This happens if you become eligible for the "Extra Help" program or if you lose your eligibility for the "Extra Help" program during the year. If a member qualifies for "Extra Help" with their prescription drug costs, the "Extra Help" program will pay part of the member's monthly plan premium. A member who loses their eligibility during the year will need to start paying their full monthly premium. You can find out more about the "Extra Help" program in Chapter 2, Section 7.

SECTION 5. Please keep your plan membership record up-to-date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage, including your Primary Care Provider.

The doctors, hospitals, pharmacists, and other providers in our network need to have correct information about you. These network providers use your membership record to know what services and drugs are covered and the cost-sharing amounts for you. Because of this, it is very important that you help us keep your information up-to-date.

Let us know about these changes:

- Changes to your name, your address, or your phone number.
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid).
- If you have any liability claims, such as claims from an automobile accident.
- If you have been admitted to a nursing home.
- If you receive care in an out-of-area or out-of-network hospital or emergency room.
- If your designated responsible party (such as a caregiver) changes.
- If you are participating in a clinical research study.

If any of this information changes, please let us know by calling Member Services (phone numbers are printed on the back cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 6. We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 8, Section 1.4, of this booklet.

SECTION 7. How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the "primary payer" and pays up to the limits of its coverage. The one that pays second, called the "secondary payer," only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends upon your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - ◆ If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.
 - ◆ If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
 - ◆ If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance).
- Liability (including automobile insurance).
- Black lung benefits.
- Workers' compensation.

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2. Important phone numbers and resources

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan).....	16
SECTION 2. Medicare (how to get help and information directly from the federal Medicare program).....	18
SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare).....	19
SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)	21
SECTION 5. Social Security	21
SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources).....	22
SECTION 7. Information about programs to help people pay for their prescription drugs	24
SECTION 8. How to contact the Railroad Retirement Board	28
SECTION 9. Do you have "group insurance" or other health insurance from an employer?	28

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)

How to contact our plan's Member Services

For assistance with claims, billing, or membership card questions, please call or write to Medicare Plus Member Services. We will be happy to help you.

Method	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or prescription drugs covered under the Part D benefit included in your plan. An appeal is a formal way of asking us to review and change a coverage decision we have made. You can make a complaint about us or one of our network providers or pharmacies, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes.

For more information about asking for a coverage decision or making an appeal or a complaint about your medical care or prescription drugs, see Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." You may call us if you have questions about our coverage decision process.

Method	Coverage decisions, appeals, or complaints for medical care or Part D prescription drugs – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org
MEDICARE WEBSITE	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx .

Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received

For more information about situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services or drugs."

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," for more information.

Method	Payment requests – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Payment requests – contact information
	2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called "CMS"). This agency contracts with Medicare Advantage and Medicare Cost Plan organizations, including our plan.

Method	Medicare – contact information
CALL	1-800-MEDICARE or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<u>http://www.medicare.gov</u> This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state. The Medicare website also has detailed information about your Medicare eligibility and enrollment options, with the following tools: <ul style="list-style-type: none">• Medicare Eligibility Tool: Provides Medicare eligibility status information.• Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and

Method	Medicare – contact information
	<p data-bbox="464 306 1378 411">Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans.</p> <p data-bbox="430 432 1414 499">You can also use the website to tell Medicare about any complaints you have about our plan:</p> <ul data-bbox="430 520 1414 709" style="list-style-type: none">• Tell Medicare about your complaint: You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. <p data-bbox="430 730 1401 940">If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called **Health Insurance Counseling Project**.
- In Maryland, the SHIP is called **Maryland Department of Aging**.
- In Virginia, the SHIP is called **Virginia Insurance Counseling and Assistance Program**.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

Method	Health Insurance Counseling Project (District of Columbia's SHIP) – contact information
CALL	202-994-6272
TTY	202-994-6656 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	2136 Pennsylvania Avenue, N.W., Washington, DC 20052
WEBSITE	www.law.gwu.edu/academics/el/clinics/insurance/

Method	Maryland Department of Aging – contact information
CALL	410-767-1100 or toll free 1-800-243-3425
TTY	711
WRITE	301 West Preston St., Suite 1007, Baltimore, MD 21201
WEBSITE	mdoa.state.md.us/

Method	Virginia Insurance Counseling and Assistance Program – contact information
CALL	804-662-9333 or toll free 1-800-552-3402
TTY	711
WRITE	1610 Forest Avenue, Suite 100, Henrico, VA 23229
WEBSITE	vda.virginia.gov

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For District of Columbia, Maryland, and Virginia, the Quality Improvement Organization is called KEPRO.

KEPRO has a group of doctors and other health care professionals who are paid by the federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KEPRO is an independent organization. It is not connected with our plan.

You should contact KEPRO in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

Method	KEPRO (District of Columbia's, Maryland's, and Virginia's QIO) – contact information
CALL	1-844-455-8708
TTY	1-855-843-4776 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609
WEBSITE	www.keproqio.com

SECTION 5. Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

Social Security is also responsible for determining who has to pay an extra amount for their Part D drug coverage because they have a higher income. If you got a letter from Social Security telling you that you have to pay the extra amount and have questions about the amount or if your income went down because of a life-changing event, you can call Social Security to ask for a reconsideration.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – contact information
CALL	1-800-772-1213 Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday. You can use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday.
WEBSITE	http://www.ssa.gov

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, coinsurance, and copayments). Some people with QMB are also eligible for full Medicaid benefits (QMB+).
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).
- **Qualified Individual (QI):** Helps pay Part B premiums.

- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact the Medicaid agency for your state listed below.

Method	Department of Healthcare Finance (District of Columbia's Medicaid program) – contact information
CALL	202-442-5988
TTY	711
WRITE	441 4th Street NW, 900S, Washington, DC 20001
WEBSITE	dhcf.dc.gov

Method	Maryland Medical Assistance Program/HealthChoice – contact information
CALL	410-767-5800 or toll free 1-800-492-5231
TTY	1-800-735-2258 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	mmcp.dhmh.maryland.gov

Method	Virginia Department of Medical Assistance Services – contact information
CALL	804-786-6145 or toll free 1-800-643-2273
TTY	711
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.

Method	Virginia Department of Medical Assistance Services – contact information
WEBSITE	dmasva.dmas.virginia.gov

SECTION 7. Information about programs to help people pay for their prescription drugs

Medicare's "Extra Help" Program

Medicare provides "Extra Help" to pay prescription drug costs for people who have limited income and resources. Resources include your savings and stocks, but not your home or car. If you qualify, you get help paying for any Medicare drug plan's monthly premium, yearly deductible, and prescription copayments. This "Extra Help" also counts toward your out-of-pocket costs.

People with limited income and resources may qualify for "Extra Help." Some people automatically qualify for "Extra Help" and don't need to apply. Medicare mails a letter to people who automatically qualify for "Extra Help."

You may be able to get "Extra Help" to pay for your prescription drug premiums and costs. To see if you qualify for getting "Extra Help," call:

- **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day, 7 days a week;
- The Social Security Office at **1-800-772-1213**, between 7 a.m. to 7 p.m., Monday through Friday. TTY users should call **1-800-325-0778**; or
- Your state Medicaid office (see Section 6 in this chapter for contact information).

If you believe you have qualified for "Extra Help" and you believe that you are paying an incorrect cost-sharing amount when you get your prescription at a pharmacy, our plan has established a process that allows you either to request assistance in obtaining evidence of your proper copayment level, or, if you already have the evidence, to provide this evidence to us.

If you aren't sure what evidence to provide us, please contact a network pharmacy or Member Services. The evidence is often a letter from either the state Medicaid or Social Security office that confirms you are qualified for "Extra Help." The evidence may also be state-issued documentation with your eligibility information associated with Home and Community-Based Services.

You or your appointed representative may need to provide the evidence to a network pharmacy when obtaining covered Part D prescriptions so that we may charge you the appropriate cost-sharing amount until the Centers for Medicare & Medicaid Services (CMS) updates its records to reflect your current status. Once CMS updates its records, you will no longer need to present the evidence to the pharmacy. Please provide your evidence in one of the following ways so we can forward it to CMS for updating:

- Write to Kaiser Permanente at:
California Service Center
Attn: Best Available Evidence
P.O. Box 232407
San Diego, CA 92193-2407
- Fax it to **1-877-528-8579**.
- Take it to a network pharmacy or your local Member Services office at a network facility.

When we receive the evidence showing your copayment level, we will update our system so that you can pay the correct copayment when you get your next prescription at the pharmacy. If you overpay your copayment, we will reimburse you. Either we will forward a check to you in the amount of your overpayment or we will offset future copayments. If the pharmacy hasn't collected a copayment from you and is carrying your copayment as a debt owed by you, we may make the payment directly to the pharmacy. If a state paid on your behalf, we may make payment directly to the state. Please contact Member Services if you have questions (phone numbers are printed on the back cover of this booklet).

Medicare Coverage Gap Discount Program

The Medicare Coverage Gap Discount Program provides manufacturer discounts on brand-name drugs to Part D enrollees who have reached the coverage gap and are not receiving "Extra Help." A 50% discount on the negotiated price (excluding the dispensing fee) is available for those brand-name drugs from manufacturers. The plan pays an additional 5% and you pay the remaining 45% for your brand-name drugs.

If you reach the coverage gap, we automatically apply the discount when your pharmacy bills you for your prescription. Your **Part D Explanation of Benefits (Part D EOB)** will show any discount provided. Both the amount you pay and the amount discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them, and move you through the coverage gap. The amount paid by the plan (5%) does not count toward your out-of-pocket costs.

You also receive some coverage for generic drugs. If you reach the coverage gap, our plan pays 42% of the price for generic drugs and you pay the remaining 58% of the price. For generic drugs, the amount paid by our plan (42%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap. Also, the dispensing fee is included as part of the cost of the drug.

The Medicare Coverage Gap Discount Program is available nationwide. Because our High Option plan offers additional gap coverage during the Coverage Gap Stage, your out-of-pocket costs will sometimes be lower than the costs described here. Please go to Chapter 6, Section 6, for more information about your coverage during the Coverage Gap Stage.

If you have any questions about the availability of discounts for the drugs you are taking or about the Medicare Coverage Gap Discount Program in general, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you have coverage from a State Pharmaceutical Assistance Program (SPAP)?

If you are enrolled in a State Pharmaceutical Assistance Program (SPAP), or any other program that provides coverage for Part D drugs (other than "Extra Help"), you still get the 50% discount on covered brand-name drugs. Also, the plan pays 5% of the costs of brand-name drugs in the coverage gap. The 50% discount and the 5% paid by the plan are both applied to the price of the drug before any SPAP or other coverage.

What if you have coverage from an AIDS Drug Assistance Program (ADAP)?

What is the AIDS Drug Assistance Program (ADAP)?

The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. **Note:** To be eligible for the ADAP operating in your state, individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status.

If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. Please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

What if you get "Extra Help" from Medicare to help pay your prescription drug costs? Can you get the discounts?

No. If you get "Extra Help," you already get coverage for your prescription drug costs during the coverage gap.

What if you don't get a discount, and you think you should have?

If you think that you have reached the coverage gap and did not get a discount when you paid for your brand-name drug, you should review your next **Part D Explanation of Benefits (Part D EOB)** notice. If the discount doesn't appear on your **Part D EOB**, you should contact us to make sure that your prescription records are correct and up-to-date. If we don't agree that you are owed a discount, you can appeal. You can get help filing an appeal from your State Health Insurance Assistance Program (SHIP) (telephone numbers are in Section 3 of this chapter) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

State Pharmaceutical Assistance Programs

Many states have State Pharmaceutical Assistance Programs that help some people pay for prescription drugs based on financial need, age, medical condition, or disabilities. Each state has different rules to provide drug coverage to its members.

In Maryland, the name of the State Pharmaceutical Assistance Program is Maryland Senior Prescription Drug Assistance Program (SPDAP). Maryland also has other programs that assist Maryland residents with drug expenses, which are the Kidney Disease Program and the AIDS Drug Assistance Program.

Method	Maryland Senior Prescription Drug Assistance Program (SPDAP) – contact information
CALL	1-800-551-5995
TTY	1-800-877-5156 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	628 Hebron Ave. Ste. 212, Glastonbury, CT 06033
WEBSITE	marylandspdap.com

Method	Maryland Kidney Disease Program – contact information
CALL	1-410-767-5000

Method	Maryland AIDS Drug Assistance Program – contact information
CALL	1-410-767-6535 or toll-free 1-800-205-6308

SECTION 8. How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – contact information
CALL	1-877-772-5772 Calls to this number are free. Available 9:00 a.m. to 3:30 p.m., Monday through Friday. If you have a touch-tone telephone, recorded information and automated services are available 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are not free.
WEBSITE	http://www.rrb.gov

SECTION 9. Do you have "group insurance" or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Member Services if you have any questions. You can ask about your (or your spouse's) employer or retiree health benefits, premiums, or the enrollment period. Phone numbers for Member Services are printed on the back cover of this booklet. You may also call **1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048)** with questions related to your Medicare coverage under this plan.

If you have other prescription drug coverage through your (or your spouse's) employer or retiree group, please contact that group's benefits administrator. The benefits administrator can help you determine how your current prescription drug coverage will work with our plan.

CHAPTER 3. Using our plan's coverage for your medical services

SECTION 1. Things to know about getting your medical care covered as a member of our plan 30

Section 1.1 What are "network providers" and "covered services"?..... 30

Section 1.2 Basic rules for getting your medical care covered by our plan 30

SECTION 2. Use providers in our network to get your medical care..... 31

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care 31

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP? 32

Section 2.3 How to get care from specialists and other network providers 33

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster 35

Section 3.1 Getting care if you have a medical emergency 35

Section 3.2 Getting care when you have an urgent need for services 36

Section 3.3 Getting care during a disaster 37

SECTION 4. What if you are billed directly for the full cost of your covered services? 37

Section 4.1 You can ask us to pay our share of the cost for covered services 37

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost 37

SECTION 5. How are your medical services covered when you are in a "clinical research study"?..... 38

Section 5.1 What is a "clinical research study"? 38

Section 5.2 When you participate in a clinical research study, who pays for what? 39

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution" 40

Section 6.1 What is a religious nonmedical health care institution?..... 40

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan? 40

SECTION 7. Rules for ownership of durable medical equipment 41

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan? 41

SECTION 1. Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using our plan to get your medical care covered. It gives you definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by our plan.

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the Medical Benefits Chart in the next chapter, Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

Section 1.1 What are "network providers" and "covered services"?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **"Providers"** are doctors and other health care professionals licensed by the state to provide medical services and care. The term "providers" also includes hospitals and other health care facilities.
- **"Network providers"** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan.
- **"Covered services"** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the Medical Benefits Chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care covered by our plan

As a Medicare health plan, our plan must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

We will generally cover your medical care as long as:

- **The care you receive is included in our plan's Medical Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- **You generally must receive your care from a network provider for our plan to cover the services.**
 - ♦ If we do not cover services you receive from an out-of-network provider, the services will be covered by Original Medicare if they are Medicare-covered services. Except for emergency or urgently needed services, if you get services covered by Original Medicare

from an out-of-network provider then you must pay Original Medicare's cost-sharing amounts. For information on Original Medicare's cost-sharing amounts, call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- ◆ You should get supplemental benefits from a network provider. If you get covered supplemental benefits, such as dental care, from an out-of-network provider, then you must pay the entire cost of the service.
- ◆ If an out-of-network provider sends you a bill that you think we should pay, please contact Member Services (phone numbers are printed on the back cover of this booklet). Generally, it is best to ask an out-of-network provider to bill Original Medicare first, and then to bill us for the remaining amount. We may require the out-of-network provider to bill Original Medicare. We will then pay any applicable Medicare coinsurance and deductibles minus your copayments on your behalf.
- **You have a network primary care provider** (a PCP) who is providing and overseeing your care. As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - ◆ In most situations, your network PCP must give you approval in advance before you can use other providers in our plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a "referral" (for more information about this, see Section 2.3 in this chapter).
 - ◆ Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 in this chapter).

SECTION 2. Use providers in our network to get your medical care

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a "PCP" and what does the PCP do for you?

As a member, you must choose a network provider to be your primary care provider. Your primary care provider is a physician in family medicine, adult medicine, general practice, or obstetrics/gynecology who meets state requirements and is trained to give you primary medical care.

Your PCP will provide most of your health care and will arrange or coordinate your covered care with other Medical Group physicians and other providers. If you need certain types of covered services or supplies, you must get approval in advance from your PCP. For specialty care and other services, your PCP will need to get prior authorization (prior approval) from us as described in Section 2.3 in this chapter.

You are free to get care from other Medical Group PCPs if your PCP is not available, and at any Kaiser Permanente medical office.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

How do you choose your PCP?

You may select a primary care plan physician from any of our available plan physicians who practice in these specialties: internal medicine, family medicine, and pediatrics. Also, women can select any available primary care plan physician from obstetrics/gynecology. Your PCP must be a Medical Group physician, unless we designate otherwise. If you do not select a PCP, then one will be selected for you from the available Medical Group physicians.

When you make a selection, it is effective immediately. To learn how to select a primary care plan physician, please call Member Services. You can also make your selection at **kp.org**. If there is a particular plan specialist or hospital that you want to use, check first to be sure your PCP makes referrals to that specialist, or uses that hospital.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our network of providers and you would have to find a new PCP.

To change your PCP, call Member Services. When you call, be sure to tell Member Services if you are seeing specialists or getting other covered services that need your PCP's approval (such as home health services and durable medical equipment). Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will tell you when the change to your new PCP will take effect. Generally, changes are effective the first of the month following the date when we receive your request.

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP?

You can get the services listed below without getting approval in advance from your PCP:

- Routine women's health care, which includes breast exams, screening mammograms (X-rays of the breast), Pap tests, and pelvic exams, as long as you get them from a network provider.
- Flu shots and Hepatitis B vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed services from network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, for example, when you are temporarily outside of our service area.
- If you visit the service area of another Kaiser Permanente region or Group Health Cooperative (GHC), you can receive certain care from designated providers in that service area. Please call Member Services for more information about getting care when visiting another Kaiser Permanente region's service area or the GHC service area, including coverage information and facility locations in parts of California, Colorado, Georgia, Hawaii, Idaho, Oregon, and Washington.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

Referrals from your PCP

You will usually see your PCP first for most of your routine health care needs. There are only a few types of covered services you may get on your own, without getting approval from your PCP first, which are described in Section 2.2. Also, your PCP will need to request authorization from our plan for referrals to specialists.

- If you are seeing a non-plan specialist when you enroll in our plan, you will be required in most instances to switch to a plan specialist. If your current specialist is not a plan specialist and you wish to continue to receive services from that non-plan specialist, you may continue to do so under your Original Medicare benefits, if he/she participates in the Medicare program. In that instance, you will be required to pay Original Medicare cost-sharing because the services will not be covered by our plan.

Prior authorization

For the services and items listed below and in Chapter 4, Sections 2.1 and 2.2, your PCP will need to get approval in advance from our plan or Medical Group (this is called getting "prior authorization"). Decisions regarding requests for authorization will be made only by licensed physicians or other appropriately licensed medical professionals. If you get these services and items without prior authorization by our plan or Medical Group, the care will not be covered by our plan and you will have to pay Original Medicare's out-of-pocket amounts for the care.

- **Inpatient care.** For nonemergency admissions, the Medical Group and our plan will coordinate your care and determine which hospital you will be admitted. Your PCP or specialist must receive prior authorization from us for nonemergency admissions, including admissions to behavioral health, skilled nursing facilities, or other inpatient settings. We will determine the most appropriate facility for care. Depending upon your medical needs, we may transfer you from one network hospital or other inpatient setting, to another network hospital where Medical Group physicians are always on duty. In addition, we may transfer you from one network skilled nursing facility to another where Medical Group physicians make rounds and are available for urgent care.
- Medically necessary transgender surgery and associated procedures.
- **Network specialty care.** When your PCP believes that you need specialty care, he or she will request authorization from us. If specialty care is medically necessary, we will send you a written referral and authorize an initial consultation and/or a specified number of visits. After your initial consultation with the network specialist, you must then return to your PCP unless we have authorized more visits as specified in the written referral that we gave you.

Don't return to the network specialist after your initial consultation visit unless we have authorized additional visits in your referral. Otherwise, the services will not be covered and you will be responsible for paying Original Medicare cost-sharing and out-of-pocket expenses, instead of our plan's cost-sharing amounts. Here are some other things you should know about obtaining specialty care:

- ◆ If you need to see a network specialist frequently because you have been diagnosed with a condition or disease that requires ongoing specialized care, your PCP and your attending network specialist may develop a treatment plan that allows you to see the network specialist without additional referrals. Your PCP must contact us and your network specialist must use our criteria when creating your treatment plan, and the network specialist will need to get authorization before starting any treatment.
- **Out-of-network specialty care.** If your PCP decides that you require covered services not available from network providers, he or she will recommend to the Medical Group that you be referred to an out-of-network provider inside or outside our service area. The appropriate Medical Group designee will authorize the services if he or she determines that the covered services are medically necessary and are not available from a network provider. Referrals to out-of-network physicians will be for a specific treatment plan, which may include a standing referral if ongoing care is prescribed. Please ask your network physician what services have been authorized. If the out-of-network specialist wants you to come back for more care, be sure to check if the referral covers more visits to the specialist. If it doesn't, please contact your PCP.
- After we are notified that you need **post-stabilization care** from an out-of-network provider following emergency care, we will discuss your condition with the out-of-network provider. If we decide that you require post-stabilization care and that this care would be covered if you received it from a network provider, we will authorize your care from the out-of-network provider only if we cannot arrange to have a network provider (or other designated provider) provide the care. Please see Section 3.1 in this chapter for more information.

What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.

- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us at **1-888-777-5536 (TTY 711)** so we can assist you in finding a new provider and managing your care.

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster

Section 3.1 Getting care if you have a medical emergency

What is a "medical emergency" and what should you do if you have one?

A "medical emergency" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call **911** for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. The number to call is listed on the back of your membership card.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. High Option, Standard Option, and Standard Part B Only Option plan members, may get covered emergency medical care (including ambulance) when you need it anywhere in the world (claim forms required). For more information, see the Medical Benefits Chart in Chapter 4 of this booklet.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be either covered by our plan or Original Medicare. If your emergency care is provided by out-of-network providers, we will try to arrange for network

providers to take over your care as soon as your medical condition and the circumstances allow and we may choose to move you to a hospital where Medical Group physicians are always on duty. Our plan will cover your post-stabilization care if the services are provided by network providers, authorized by our plan, or the care is covered out-of-area urgent care. Otherwise, your post-stabilization care will be covered by Original Medicare and you will have to pay Original Medicare cost-sharing for post-stabilization care.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care—thinking that your health is in serious danger—and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, we will cover your care as long as you reasonably thought your health was in serious danger.

However, after the doctor has said that it was not an emergency, we will cover additional care only if you go to a network provider to get the additional care. If you get additional care from an out-of-network provider after the doctor says it was not an emergency, you will normally have to pay Original Medicare's cost-sharing.

Section 3.2 Getting care when you have an urgent need for services

What are "urgently needed services"?

"Urgently needed services" are a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers, or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are in our service area when you have an urgent need for care?

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible, and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

We know that sometimes it's difficult to know what type of care you need. That's why we have telephone advice nurses available to assist you. Our advice nurses are registered nurses specially trained to help assess medical symptoms and provide advice over the phone, when medically appropriate. Whether you are calling for advice or to make an appointment, you can speak to an advice nurse. They can often answer questions about a minor concern, tell you what to do if a network facility is closed, or advise you about what to do next, including making a same-day urgent care appointment for you if it's medically appropriate.

To speak with an advice nurse or make an appointment, please refer to your **Provider Directory** for appointment and advice telephone numbers.

What if you are outside our service area when you have an urgent need for care?

When you are outside the service area and cannot get care from a network provider, we will cover urgently needed services that you get from any provider. The High Option, Standard

Option, and Standard Part B Only Option plans cover urgently needed services anywhere in the world. For both Basic plans, coverage is limited to the United States and its territories.

Section 3.3 Getting care during a disaster

If the governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from us.

Please visit the following website—kp.org—for information on how to obtain needed care during a disaster.

Generally, during a disaster, we will allow you to obtain care from out-of-network providers at in-network cost-sharing. If you cannot use a network pharmacy during a disaster, you may be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section 2.5, for more information.

SECTION 4. What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay our share of the cost for covered services

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services or drugs," for information about what to do.

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost

Our plan covers all medical services that are medically necessary, listed in the Medical Benefits Chart (this chart is in Chapter 4 of this booklet), and obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by Original Medicare or are not covered by our plan. Also you will be responsible for payment if you obtain a plan service that was, obtained out-of-network and was not authorized. You have the right to seek care from any provider that is qualified to treat Medicare members. However, Original Medicare pays your claims and you must pay your cost-sharing.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has more information about what to do if you want a coverage decision from us or

want to appeal a decision we have already made. You may also call Member Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service, unless the plan offers, as a covered supplemental benefit, coverage beyond Original Medicare's limits. Any amounts you pay after the benefit has been exhausted will not count toward the out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

SECTION 5. How are your medical services covered when you are in a "clinical research study"?

Section 5.1 What is a "clinical research study"?

A clinical research study (also called a "clinical trial") is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has not approved, you will be responsible for paying all costs for your participation in the study.

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study and you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do not need to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do not need to be part of our plan's network of providers.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

Here is why you need to tell us:

- We can let you know whether the clinical research study is Medicare-approved.
- We can tell you what services you will get from clinical research study providers instead of from our plan.

If you plan on participating in a clinical research study, contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 5.2 When you participate in a clinical research study, who pays for what?

Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

Original Medicare pays most of the cost of the covered services you receive as part of the study.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will not pay for the new item or service that the study is testing, unless Medicare would cover the item or service even if you were not in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

Do you want to know more?

You can get more information about joining a clinical research study by reading the publication "Medicare and Clinical Research Studies" on the Medicare website (<http://www.medicare.gov>). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution"

Section 6.1 What is a religious nonmedical health care institution?

A religious nonmedical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility care. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious nonmedical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (nonmedical health care services). Medicare will only pay for nonmedical health care services provided by religious nonmedical health care institutions.

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan?

To get care from a religious nonmedical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is "non-excepted."

- "Non-excepted" medical care or treatment is any medical care or treatment that is voluntary and not required by any federal, state, or local law.
- "Excepted" medical treatment is medical care or treatment that you get that is not voluntary or is required under federal, state, or local law.

To be covered by our plan, the care you get from a religious nonmedical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to nonreligious aspects of care.
- If you get services from this institution that are provided to you in your home, we will cover these services only if your condition would ordinarily meet the conditions for coverage of services given by home health agencies that are not religious nonmedical health care institutions.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
 - ◆ You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
 - ◆ – *and* – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

Note: Covered services are subject to the same limitations and cost-sharing required for services provided by network providers as described in Chapters 4 and 12.

SECTION 7. Rules for ownership of durable medical equipment

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment includes items such as oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a provider for use in the home. Certain items, such as prosthetics, are always owned by the member. In this section, we discuss other types of durable medical equipment that must be rented.

In Original Medicare, people who rent certain types of durable medical equipment own the equipment after paying copayments for the item for 13 months. As a member of our plan, however, you usually will not acquire ownership of rented durable medical equipment items no matter how many copayments you make for the item while a member of our plan. Under certain limited circumstances we will transfer ownership of the durable medical equipment item. Call Member Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

What happens to payments you have made for durable medical equipment if you switch to Original Medicare?

If you switch to Original Medicare after being a member of our plan and you did not acquire ownership of the durable medical equipment item while in our plan, you will have to make 13 new consecutive payments for the item while in Original Medicare in order to acquire ownership of the item. Your previous payments while in our plan do not count toward these 13 consecutive payments.

If you made payments for the durable medical equipment item under Original Medicare before you joined our plan, these previous Original Medicare payments also do not count toward the 13 consecutive payments. You will have to make 13 consecutive payments for the item under Original Medicare in order to acquire ownership. There are no exceptions to this case when you return to Original Medicare.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay)

SECTION 1. Understanding your out-of-pocket costs for covered services 43

Section 1.1 Types of out-of-pocket costs you may pay for your covered services 43

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?..... 43

Section 1.3 Our plan does not allow providers to "balance bill" you 44

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay 45

Section 2.1 Your medical benefits and costs as a member of our plan..... 45

SECTION 3. What services are not covered by our plan? 94

Section 3.1 Services we do *not* cover (exclusions) 94

SECTION 1. Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. It includes a Medical Benefits Chart that lists your covered services and shows how much you will pay for each covered service as a member of our plan. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services. In addition, please see Chapters 3, 11, and 12 for additional coverage information, including limitations (for example, coordination of benefits, durable medical equipment, home health care, skilled nursing facility care, and third party liability).

Also, be sure to read the Amendment titled "What You Need to Know – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices" for more information about your additional coverage.

Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- A "**copayment**" is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your copayments.)
- "**Coinsurance**" is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service, unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your coinsurance.)

Some people qualify for state Medicaid programs to help them pay their out-of-pocket costs for Medicare. These "Medicare Savings Programs" include the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), and Qualified Disabled & Working Individuals (QDWI) programs. If you are enrolled in one of these programs, you may still have to pay a copayment for the service, depending upon the rules in your state.

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?

There is a limit to how much you have to pay out-of-pocket each year for in-network medical services that are covered under Medicare Part A and Part B (see the Medical Benefits Chart in Section 2 below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of our plan, the most you will have to pay out-of-pocket for in-network covered Part A and Part B services in 2016 is **\$3,400** for High Option plan members, **\$5,500** for Standard Option or Standard Part B Only Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members. The amounts you pay for copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premiums and for your Part D prescription drugs do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk (*) in the Medical Benefits Chart.

If you reach the maximum out-of-pocket amount of **\$3,400** for High Option plan members, **\$5,500** for Standard Option or Standard Part B Only Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members, you will not have to pay any out-of-pocket costs for the rest of the year for in-network covered Part A and Part B services. However, you must continue to pay your plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 1.3 Our plan does not allow providers to "balance bill" you

As a member of our plan, an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don't pay certain provider charges. Here is how this protection works:

- If your cost-sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost-sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends upon which type of provider you see:
 - ◆ If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate (as determined in the contract between the provider and our plan).
 - ◆ If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
 - ◆ If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for nonparticipating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
- If you believe a provider has "balance billed" you, call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of our plan

The Medical Benefits Chart on the following pages lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare-covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) must be medically necessary. "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered by our plan. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
 - ◆ If you get Medicare-covered services from an out-of-network provider and we do not cover the services, Original Medicare will cover the services. For any services covered by Original Medicare instead of our plan, you must pay Original Medicare's cost-sharing amounts.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in our plan's network. This is called giving you a "referral." Chapter 3 provides more information about getting a referral and the situations when you do not need a referral.
- Some of the services listed in the Medical Benefits Chart are covered only if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from us. Covered services that need approval in advance are marked in the Medical Benefits Chart with a footnote (†). In addition, see Section 2.2 in this chapter and Chapter 3, Section 2.3, for more information about prior authorization, including other services that require prior authorization that are not listed in the Medical Benefits Chart.

Other important things to know about our coverage:

- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay more in our plan than you would in Original Medicare. For others, you pay less. (If you want to know more about the coverage and costs of Original Medicare, look in your **Medicare & You** 2016 handbook. View it online at <http://www.medicare.gov> or ask for a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.)

- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.

Sometimes Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2016, either Medicare or our plan will cover those services.

 You will see this apple next to the preventive services in the Medical Benefits Chart.

Note: The Medical Benefits Chart below describes the medical benefits of the following Kaiser Permanente Medicare Plus plans:

- **High Option.**
- **Standard Option.**
- **Standard Part B Only Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

Medical Benefits Chart

Services that are covered for you	What you must pay when you get these services
<p> Abdominal aortic aneurysm screening</p> <p>A one-time screening ultrasound for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for this preventive screening.</p>
<p>Ambulance services</p> <ul style="list-style-type: none"> Covered ambulance services include fixed wing, rotary wing, and ground ambulance services to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by our plan. †Nonemergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. 	<p>You pay the following per one-way trip, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$150 for High Option plan members. \$225 for Standard Option or Standard Part B Only Option plan members. \$375 for Basic Option or Basic Part B Only Option plan members.
<p> Annual routine physical exams for High Option and both Standard Option plans</p> <p>Routine physical exams are covered if the exam is medically appropriate preventive care in accord with generally accepted professional standards of practice. This exam is covered once every 12 months.</p> <ul style="list-style-type: none"> Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>There is no coinsurance, copayment, or deductible for this preventive care for High Option, Standard Option, or Standard Part B Only Option plan members.</p>
<p> Annual wellness visit</p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Note: Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a "Welcome to Medicare" visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>	
<p> Bone mass measurement†</p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
<p> Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39. • One screening mammogram every 12 months for women age 40 and older. • Clinical breast exams once every 24 months. 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p>Cardiac rehabilitation services†</p> <p>Comprehensive programs for cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's referral. Our plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating well.</p>	
<p> Cardiovascular disease testing†</p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every five years (60 months).</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years.</p>
<p> Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical cancer or have had an abnormal Pap test and are of childbearing age: one Pap test every 12 months. 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>
<p>Chiropractic services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • We cover only manual manipulation of the spine to correct subluxation. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option, Standard Part B Only Option, Basic Option, or Basic Part B Only Option plan members.
<p> Colorectal cancer screening</p> <ul style="list-style-type: none"> • For people 50 and older, the following are covered: <ul style="list-style-type: none"> ◆ Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months. ◆ Fecal occult blood test, every 12 months. • For people at high risk of colorectal cancer, we cover a screening colonoscopy (or screening barium enema as an alternative) every 24 months. 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> For people not at high risk of colorectal cancer, we cover a screening colonoscopy every 10 years (120 months), but not within 48 months of a screening sigmoidoscopy. 	
<p>Dental services for High and both Standard plans*†</p> <ul style="list-style-type: none"> In general, preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are not covered by Original Medicare. However, for High Option, Standard Option, or Standard Part B Only Option plan members, we cover preventive and comprehensive dental care when provided by a participating dental provider as described at the end of this chart under "Dental benefits and fee schedule for High Option, Standard Option, or Standard Part B Only Option plan members" (please refer to that section for details about preventive and comprehensive dental coverage). Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Refer to "Dental benefits and fee schedule" at the end of the Medical Benefits Chart for cost-sharing information for High Option, Standard Option, or Standard Part B Only Option plan members.</p>
<ul style="list-style-type: none"> Accidental dental services: Prompt repair, but not replacement, of sound natural teeth within one year of the accident, when services begin within 60 days of the injury. Note: Injuries incurred while eating or chewing are not covered. <p>Limitations:</p> <ul style="list-style-type: none"> For Maryland or D.C. residents, Health Plan pays up to a \$2,000 maximum benefit per accident (this limit does not apply to residents of Virginia). Services must be provided by a plan provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$20 for High Option plan members. \$40 for Standard Option or Standard Part B Only Option plan members. \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Depression screening</p> <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Covered items include, but are not limited to: wheelchairs, crutches, hospital bed, IV infusion pump, oxygen equipment, nebulizer, and walker.</p> <p>We cover all medically necessary durable medical equipment covered by Original Medicare. If our supplier in your area does not carry a particular brand or manufacturer, you may ask them if they can special order it for you. The most recent list of suppliers is available on our website at kp.org.</p> <p>You may also obtain any medically necessary durable medical equipment from any supplier that contracts with fee-for-service Medicare (Original Medicare). However, if our plan does not contract with this supplier, you will have to pay the cost-sharing under fee-for-service Medicare.</p>	
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <ul style="list-style-type: none"> • High Option, Standard Option, and Standard Part B Only Option plan members have worldwide emergency care coverage. • Basic Option and Basic Part B Only Option plan members have coverage while inside the United States and its territories. 	<p>\$75 per Emergency Department visit.</p> <p>This copayment does not apply if you are admitted directly to the hospital as an inpatient within 48 hours (it does apply if you are admitted as anything other than an inpatient; for example, it does apply if you are admitted for observation).</p> <p>†If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by our plan and your cost is the cost-sharing you would pay at a network hospital.</p>
<ul style="list-style-type: none"> • For High Option, Standard Option, and Standard Part B Only Option plan members, outpatient prescription drugs prescribed and provided outside the United States as part of covered emergency care are 	<ul style="list-style-type: none"> • For High Option, Standard Option, or Standard Part B Only Option plan members, you pay the following for outpatient

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>covered. These drugs are not covered under the Medicare Part D benefit and payments made for these drugs will not count toward your initial coverage limit or total out-of-pocket costs.</p>	<p>prescription drugs up to a 30-day supply:</p> <ul style="list-style-type: none"> ◆ Generic drug: \$33. ◆ Brand-name drug: \$95. <ul style="list-style-type: none"> ● Not covered for Basic Option or Basic Part B Only Option plan members.
<p> Health and wellness education programs for High and both Standard plans</p> <p>These are programs focused on clinical health conditions such as hypertension, cholesterol, asthma, and special diets. Programs are designed to enrich the health and lifestyles of members include weight management, fitness, and stress management classes at Kaiser Permanente medical centers. They include online recipes, information on a variety of health topics, a health encyclopedia, a drug encyclopedia, online health calculators which help members check their progress to better health, walking, and weight control programs. We offer healthy living seminars conducted by health care professionals, physical activity programs, and health fair activities including preventive care screenings and services that involve working with Kaiser Permanente representatives to complete and review total health assessments. Access to this information as well as online sign-up for classes available in your area can be found at kp.org/myhealth after selecting your region.</p>	<ul style="list-style-type: none"> ● No charge for High Option, Standard Option, or Standard Part B Only Option plan members. ● Not covered for Basic Option or Basic Part B Only Option plan members.
<p>Hearing services†</p> <ul style="list-style-type: none"> ● Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> ● \$20 for High Option plan members. ● \$40 for Standard Option or Standard Part B Only Option plan members. ● \$50 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p> HIV screening</p> <ul style="list-style-type: none"> • For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover one screening exam every 12 months. • For women who are pregnant, we cover up to three screening exams during a pregnancy. 	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered preventive HIV screening.</p>
<p>Home health agency care†</p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Part-time or intermittent skilled nursing and home health aide services. To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week. • Physical therapy, occupational therapy, and speech therapy. • Medical and social services. • Medical equipment and supplies. 	<p>No charge.</p> <p>Note: There is no cost -sharing for home health care services and items provided in accord with Medicare guidelines. However, the applicable cost-sharing listed elsewhere in this Medical Benefits Chart will apply if the item is covered under a different benefit; for example, durable medical equipment not provided by a home health agency.</p>
<p>Home infusion therapy</p> <p>We cover home infusion supplies and drugs if all of the following are true:</p> <ul style="list-style-type: none"> • Your prescription drug is on our Medicare Part D formulary. • We approved your prescription drug for home infusion therapy. • Your prescription is written by a network provider and filled at a network home-infusion pharmacy. 	<p>No charge.</p>
<p>Hospice care for members with Medicare Parts A and B</p>	<p>When you enroll in a Medicare-certified hospice program, your</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have six months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none">• Drugs for symptom control and pain relief.• Short-term respite care.• Home care. <p>*For hospice services and services that are covered by Medicare Part A or B and are related to your terminal prognosis: Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.</p> <p>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need nonemergency, non-urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network:</p> <ul style="list-style-type: none">• If you obtain the covered services from a network provider, you only pay the plan cost-sharing amount for in-network services.• *If you obtain the covered services from an out-of-network provider, you pay the cost-sharing under Fee-for-Service Medicare (Original Medicare). <p>For drugs that may be covered by our plan's Part D benefit: Drugs are never covered by both hospice and our plan at the same time. For more information, please see Chapter 5, Section 9.4, "What if you're in Medicare-certified hospice."</p> <p>Note: If you need nonhospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services. Getting your nonhospice care through</p>	<p>hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not our plan.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>our network providers will lower your share of the costs for the services.</p>	
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$35 for Basic Option plan members.
<p>Hospice care for members with Medicare Part B Only (Standard or Basic Part B Only plans)</p>	
<ul style="list-style-type: none"> • Our plan, rather than Original Medicare, covers hospice care for members who do not have Medicare Part A. Members must receive hospice services from network providers. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for Standard Part B Only Option plan members. • \$35 for Basic Part B Only Option plan members.
<p> Immunizations</p>	
<p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> • Pneumonia vaccine. • Flu shots, once a year in the fall or winter. • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B. • Other vaccines if you are at risk and they meet Medicare Part B coverage rules. 	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We also cover some vaccines under our Part D prescription drug benefit.</p>	
<p>In addition, we cover the following routine immunization endorsed by the Centers for Disease Control and Prevention (CDC) that is not covered by Medicare Part B:</p> <ul style="list-style-type: none"> • Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under childhood immunizations). 	<p>No charge.</p>
<p>Infertility services for High Option and both Standard Option plan members †</p> <p>Medically necessary services only.</p> <ul style="list-style-type: none"> • Infertility services are not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Inpatient You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members. • \$675 for Standard Option or Standard Part B Only Option plan members. <p>Outpatient surgery You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Part B Only Option plan members. <p>Office visits You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Part B Only Option plan members.</p> <p>Related prescription drugs:</p> <ul style="list-style-type: none"> • 50% coinsurance.
<p>Inpatient hospital care[†]</p> <p>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>For High Option, Standard Option, or Standard Part B Only Option plan members, there is no limit to the number of medically necessary hospital days or services that are generally and customarily provided by acute care general hospitals.</p> <p>For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Regular nursing services. • Costs of special care units (such as intensive care or coronary care units). • Drugs and medications. • Lab tests. • X-rays and other radiology services. • Necessary surgical and medical supplies. • Use of appliances, such as wheelchairs. • Operating and recovery room costs. • Physical, occupational, and speech language therapy. • Inpatient substance abuse services for medical management of withdrawal symptoms associated with substance abuse (detoxification). 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>[†]If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would pay at a network hospital.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are at a distant location, you may choose to go locally or distant as long as the local transplant providers are willing to accept the Original Medicare rate. If we provide transplant services at a distant location (outside of the service area) and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Physician services. 	
<p>Note: To be an "inpatient," your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Inpatient mental health care†</p> <p>Covered services include mental health care services that require a hospital stay.</p> <ul style="list-style-type: none"> • We cover up to 190-days per lifetime for inpatient stays in a Medicare-certified psychiatric hospital. The number 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>of covered lifetime hospitalization days is reduced by the number of inpatient days for mental health treatment previously covered by Medicare in a psychiatric hospital.</p> <ul style="list-style-type: none"> • The 190-day limit does not apply to mental health stays in a psychiatric unit of a general hospital. • For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period. 	<p>subsequent covered hospital stays within the same benefit period).</p> <ul style="list-style-type: none"> • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Inpatient services covered during a noncovered inpatient stay†</p> <p>If you have exhausted your inpatient mental health or skilled nursing facility (SNF) benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient or SNF stay. However, in some cases, we will cover certain services you receive while you are in the hospital or SNF.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Physician services. • Physical therapy, speech therapy, and occupational therapy. • Radium, and isotope therapy, including technician materials and services 	<p>You pay the following for covered outpatient services and other items covered under Medicare Part B depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
Basic Option or Basic Part B Only Option plan members.	
<ul style="list-style-type: none"> • Diagnostic tests (like lab tests). • X-ray. 	No charge.
<ul style="list-style-type: none"> • Surgical dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	20% coinsurance.
<ul style="list-style-type: none"> • Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices. • Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes (including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition). 	20% coinsurance.
<p>Medical foods</p> <p>Coverage is provided for medical foods and modified food products.</p>	25% coinsurance.
<p> Medical nutrition therapy†</p> <p>This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor.</p> <p>We cover three hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare health plan, or Original Medicare), and two hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew his or her referral yearly if your treatment is needed into the next calendar year.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered medical nutrition therapy services.</p>
<p>Medicare Part B prescription drugs</p> <p>These drugs are covered under Part B of Original Medicare.</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services. • Certain oral anti-cancer drugs and anti-nausea drugs. • Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa). • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Drugs you take using durable medical equipment (such as nebulizers) that were authorized by our plan. • Clotting factors you give yourself by injection if you have hemophilia. • Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant. • Antigens. • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases. <p>Chapter 5 explains the Part D prescription drug benefit, including rules you must follow to have prescriptions covered. What you pay for your Part D prescription drugs through our plan is explained in Chapter 6.</p>	<p>For all other Medicare Part B prescription drugs, you pay the following, depending upon the plan in which you are enrolled and the type of pharmacy and drug:</p> <p>Network pharmacy located at a Kaiser Permanente facility or our mail order pharmacy up to a 30-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ♦ \$15 for High Option, Standard Option, or Standard Option Part B Only plan members. ♦ \$17 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ♦ \$42 for High Option, Standard Option, or

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Standard Option Part B Only plan members.</p> <ul style="list-style-type: none"> ◆ \$45 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy (an affiliated pharmacy) up to a 30-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$20 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$47 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$50 for Basic Option or Basic Part B Only Option plan members. <p>Mail-order pharmacy up to a 90-day supply</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$30 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$84 for High Option, Standard Option, or Standard Option Part B Only plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$90 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy up to a 90-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$45 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$51 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$126 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$135 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy up to a 90-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$60 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$102 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$141 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$150 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Morbid obesity†</p> <p>We cover diagnosis and treatment of morbid obesity that is recognized by the National Institutes of Health and is consistent with guidelines approved by the National Institutes of Health. BMI means a practical marker that is used to assess the degree of obesity and is calculated by dividing the weight in kilograms divided by height in meters squared.</p> <p>You must be at least 18 years of age or older and have either:</p> <ul style="list-style-type: none"> • A body mass index (BMI) of 50 or greater or • A BMI of 35 up to 49.9 when a combination of the following severe or life threatening conditions are also present: <ul style="list-style-type: none"> ◆ Sleep apnea. ◆ Diabetes. ◆ Degenerative joint disease of weight-bearing joints. ◆ Hypertension. ◆ Congestive heart failure and/or cardiomyopathy. ◆ Other severe or life threatening conditions directly related to obesity, when recommended by your plan provider. <p>Note: You will need to meet the above qualifications before your plan provider will refer you to our bariatric surgery program. This program may refer you to other plan providers to determine if you meet the additional criteria necessary for bariatric surgery, including nutritional, psychological, medical and social readiness for surgery. Final approval for surgical treatment will be required from the plan-designated physician.</p>	<p>Inpatient</p> <p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Part B Only Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Office visits</p> <p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Standard Option or Standard Part B Only Option plan members.</p> <ul style="list-style-type: none"> • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies†</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays. • Laboratory tests. • Electrocardiograms and electroencephalograms. • Blood – including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. <hr/> <ul style="list-style-type: none"> • Radiation (radium and isotope) therapy, including technician materials and supplies. 	<p>No charge.</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Option Part B Only plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$60 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Surgical supplies, such as dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Interventional radiology. • Other outpatient diagnostic tests. <ul style="list-style-type: none"> ◆ Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. 	<p>You pay the following per procedure, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option plan members. • \$100 for Standard Option or Standard Option Part B Only plan members. • 20% coinsurance for Basic Option or Basic Option Part B Only plan members.
<p>Outpatient hospital services†</p> <p>We cover medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery. 	<p>Emergency Department</p> <ul style="list-style-type: none"> • \$75 per visit. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • X-rays and other radiology services billed by the hospital. • Laboratory tests billed by the hospital. • Blood transfusion (administration). 	<p>No charge when received as part of the outpatient visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Certain drugs and biologicals that you can't give yourself. • 	
<ul style="list-style-type: none"> • Medical supplies such as splints and casts. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Certain screenings and preventive services. 	<p>No charge for preventive services that are covered at no cost under Original Medicare.</p>
<ul style="list-style-type: none"> • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it. 	<p>You pay the following per day, for partial hospitalization depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option or Standard Part B Only Option plan members. • \$55 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Dental anesthesia and related hospital or ambulatory facility charges are covered when provided in conjunction with dental care to a member who is: <ul style="list-style-type: none"> ◆ seven years of age or younger or is developmentally disabled; and ◆ an individual for whom a successful result cannot be expected from care provided under local anesthesia because of a physical, intellectual, or other medically compromising condition; and ◆ an individual for whom a superior result can be expected from dental care provided under general anesthesia; or ◆ an extremely uncooperative, fearful, or uncommunicative child who is 17 years of age or younger with dental needs of such magnitude that treatment should not be delayed or deferred; and ◆ an individual for whom lack of treatment can be expected to result in oral pain, infection, loss of teeth, or other increased oral or dental morbidity; or 	<p>Outpatient surgery</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Note: If the procedure results in a situation that requires hospitalization and you are admitted as an inpatient, the cost-sharing for inpatient care would also apply (see "Inpatient hospital care")</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>◆ an adult age 17 and older when the Member's medical condition (e.g., heart disease, hemophilia) requires that dental service be performed in a hospital or ambulatory surgical center for the safety of the member.</p> <p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	<p>section in this Medical Benefits Chart for cost-sharing information).</p>
<p>Outpatient mental health care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option or Standard Part B Only Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient rehabilitation services†</p> <ul style="list-style-type: none"> • Covered services include: physical therapy, occupational therapy, and speech language therapy. • Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs). 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option, Standard Part B Only Option, Basic Option, or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Outpatient substance abuse services† Treatment for substance abuse is covered if medically necessary and reasonable for the patient's condition.</p>	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option or Standard Part B Only Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers† Note: If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p>Partial hospitalization services† "Partial hospitalization" is a structured program of active psychiatric treatment, provided in a hospital outpatient setting or by a community mental health center that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization. Note: Because there are no community mental health centers in our network, we cover partial hospitalization only in a hospital outpatient setting.</p>	<p>You pay the following per day, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option or Standard Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$55 for Basic Option or Basic Part B Only Option plan members.
<p>Physician/practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location. • †Consultation, diagnosis, and treatment by a specialist. • †Basic hearing and balance exams performed by a PCP or specialist, if your doctor orders it to see if you need medical treatment. • Second opinion by another network provider prior to surgery. • †Nonroutine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician). • †Family planning and consultation services. • Allergy consultations and evaluations†. • †Allergy testing and treatment. • †Allergy injections. • House calls. • Postpartum care. • †Prenatal care. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Allergy serum. • For High Option and both Standard Option plans, interactive video visits for professional services when care can be provided in this format as determined by a plan provider. • For High Option and both Standard Option plans, scheduled telephone appointment visits for professional 	<p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>services when care can be provided in this format as determined by a plan provider.</p> <ul style="list-style-type: none"> ◆ Interactive video and scheduled telephone appointment visits are not covered for Basic Option or Basic Part B Only Option plan members 	
<p>Podiatry services[†]</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). • Routine foot care for members with certain medical conditions affecting the lower limbs. 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam. • Prostate Specific Antigen (PSA) test. 	<p>There is no coinsurance, copayment, or deductible for an annual digital rectal exam or PSA test.</p>

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Prosthetic devices and related supplies†</p> <p>Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to: colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery (see "Vision care" later in this section for more detail).</p>	<ul style="list-style-type: none"> • 20% coinsurance for external prosthetic or orthotic devices and supplies, including wound care supplies. • No charge for surgically implanted internal devices.
<p>Pulmonary rehabilitation services</p> <p>Comprehensive programs for pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Screening and counseling to reduce alcohol misuse</p> <p>We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to two individual 20- to 30-minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>	<p>counseling to prevent STIs preventive benefit.</p>
<p>Services to treat kidney disease and conditions†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments). • Home dialysis equipment and supplies. • Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply). 	<p>No charge.</p>
<ul style="list-style-type: none"> • Outpatient dialysis treatments. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option, Standard Option, or Standard Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care). <p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B drugs, please go to the section called "Medicare Part B prescription drugs."</p>	<ul style="list-style-type: none"> • \$30 for Basic Option or Basic Part B Only Option plan members. <p>No additional charge for services received during a hospital stay. Refer to the "Inpatient hospital care" section of this Medical Benefits Chart for the cost-sharing applicable to inpatient stays.</p>
<p>Skilled nursing facility (SNF) care† (For a definition of "skilled nursing facility care," see Chapter 12 of this booklet. Skilled nursing facilities are sometimes called "SNFs.")</p> <p>We cover up to 100 days per benefit period of skilled inpatient services in a skilled nursing facility in accord with Medicare guidelines (a prior hospital stay is not required).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Skilled nursing services. • Physical therapy, occupational therapy, and speech therapy. • Drugs administered to you as part of your plan of care (this includes substances that are naturally present in the body, such as blood clotting factors). • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for days 1–20 for all plans. • \$110 per day, for days 21–100 for High Option plan members. • \$150 per day, for days 21–100 for Standard Option or Standard Part B Only Option plan members. • \$160 per day, for days 21–100 for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>someone else. All other components of blood are covered beginning with the first pint used.</p> <ul style="list-style-type: none"> • Medical and surgical supplies ordinarily provided by SNFs. • Laboratory tests ordinarily provided by SNFs. • X-rays and other radiology services ordinarily provided by SNFs. • Use of appliances such as wheelchairs ordinarily provided by SNFs. • Physician/practitioner services. 	<p>sharing will continue until the benefit period ends.</p>
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</p> <p>If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost-sharing. Each counseling attempt includes up to four face-to-face visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p>Urgently needed services</p> <p>Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <ul style="list-style-type: none"> • Inside our service area: You must obtain urgent care from network providers, unless our provider network is temporarily unavailable or inaccessible due to an unusual and extraordinary circumstance (for example, major disaster). 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$65 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Outside our service area: You have urgent care coverage when you travel if you need medical attention right away for an unforeseen illness or injury and you reasonably believed that your health would seriously deteriorate if you delayed treatment until you returned to our service area. • High Option, Standard Option, and Standard Part B Only Option plan members have worldwide urgent care coverage. • Basic Option and Basic Part B Only Option plan members have urgent care coverage while inside the United States and its territories. <p>See Chapter 3, Section 3, for more information.</p>	<p>Emergency Department \$75 per Emergency Department visit.</p>
<p>Vision care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. However, for High Option and both Standard Option plans, we cover routine eye exams (eye refraction exams) to determine the need for vision correction and to provide a prescription for eyeglass lenses. <ul style="list-style-type: none"> ◆ (Routine eye exams are not covered under either Basic plan.) 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • 🍏 For people who are at high risk of glaucoma, such as people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older: glaucoma screening once per year. 	<p>No charge.</p>
<ul style="list-style-type: none"> • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) 	<p>20% coinsurance.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Corrective lenses/frames (and replacements) needed after a cataract removal without a lens implant. <p>Note: Members may request insertion of presbyopia-correcting intraocular lenses (IOLs) in place of a conventional IOL following cataract surgery. The member is responsible for payment of that portion of the charge for the IOL and associated services that exceed the charge for insertion of a conventional IOL following cataract surgery.</p>	
<p>*Additional eyewear benefits for High Option, Standard Option, or Standard Part B Only Option members:</p> <ul style="list-style-type: none"> • Eyeglass lenses: Regular eyeglass lenses, including add-ons. Regular eyeglass lenses are any lenses with a refractive value or a balance lens if only one eye needs correction. • Eyeglass frames: Eyeglass frames, including the mounting of eyeglass lenses in the frame, original fitting of the frames, and subsequent adjustment. 	<ul style="list-style-type: none"> • 75% of Plan Charges per calendar year for High Option, Standard Option, or Standard Part B Only Option members. • Not covered for Basic Option or Basic Option B Only plan members.
<ul style="list-style-type: none"> • Contact lenses: Coverage for the initial purchase of contact lenses only for the first time you are examined for contact lenses at a Kaiser Permanente facility. This discount includes: Fitting of contact lenses, initial pair of lenses, training for the insertion and removal of contact lens, and three months of follow-up visits. 	<ul style="list-style-type: none"> • 85% of Plan Charges per calendar year for High Option, Standard Option, or Standard Part B Only Option members. • Not covered for Basic Option or Basic Option B Only plan members.
<p> "Welcome to Medicare" preventive visit</p> <p>Our plan covers the one-time "Welcome to Medicare" preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p>Important: We cover the "Welcome to Medicare" preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" preventive visit.</p>	<p>There is no coinsurance, copayment, or deductible for the "Welcome to Medicare" preventive visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
Note: Refer to Chapter 1 (Section 7) and Chapter 11 for information about coordination of benefits that applies to all covered services described in this Medical Benefits Chart.	
Dental benefits and fee schedule for High Option, Standard Option, or Standard Part B Only Option plan members*†	
Note: Dental benefits are not covered for Basic Option or Basic Option B Only plan members.	
General terms and conditions	
<ul style="list-style-type: none">• Subject to the terms, conditions, limitations, and exclusions specified in this Kaiser Permanente Medicare Plus Evidence of Coverage including Chapter 12, "Definitions of Important Words," you may receive Covered Dental Services from Participating Dental Providers.• Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. has entered into an Agreement with Dental Administrator to provide Covered Dental Services through Participating Dental Providers.• Only the dental procedures listed in the dental fee schedule below are covered dental services. When you receive any of the listed procedures from a Participating Dental Provider, you will pay the fee listed for that service. The Participating Dental Provider has agreed to accept that fee as payment in full for that procedure. Neither Kaiser Permanente nor Dental Administrator is liable for payment of these fees or for any fees incurred as the result of receipt of a non-Covered Dental Service.• You will receive a list of Participating Dental Providers from the Health Plan or Dental Administrator. You should select a Participating Dental Provider "general dentist" from whom you and your family members will receive Covered Preventive Dental Services and other Covered Dental Services. Family members may use different Participating Dental Providers. Specialty care is also available should that be required; however, you must be referred to a Participating Dental Provider specialist by your general dentist. Your fees are usually higher for care received by a specialist. Please refer to the attached dental fee schedule for those discounted fees.• You may obtain a list of Participating Dental Providers by contacting Dental Administrator or our Member Services Department at the following numbers:<ul style="list-style-type: none">◆ Within the Washington, D.C. Metropolitan Service Area: 1-888-777-5536. Seven days a week, 8 a.m. to 8 p.m.◆ Outside the Washington, D.C. Metropolitan Service Area: (toll free) 1-888-777-5536. TTY users call 711.• Dental Administrator (DOMINION Dental Services USA, Inc.): Health Plan has entered into an agreement with DOMINION Dental Services USA, Inc. to provide Covered Dental Services as described in this section. For assistance concerning dental coverage questions, or for help finding a Participating Dental Provider, DOMINION Member Services specialists are available Monday through Friday from 7:30 a.m. to 6:00 p.m., or you may call the following numbers:	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> ◆ Within the Washington, D.C. Metropolitan Service Area: 703-518-5338. ◆ Outside the Washington, D.C. Metropolitan Service Area (toll free): 1-888-518-5338. ◆ TTY users call 1-800-688-4889. Hearing impaired members may also use the Internet at www.IP-RELAY.com ● DOMINION's Integrated Voice Response System is available 24 hours a day for information about Participating Dental Providers in your area, or to help you select a Participating Dental Provider. The most up-to-date list of Participating Dental Providers can be found at the following website: www.dominiondental.com/Kaiserdentists ● DOMINION also provides many other secure features online at www.dominiondental.com. 	
<p>Dental emergencies outside the service area*</p> <p>When a dental emergency occurs outside the service area, Dental Administrator will reimburse you for the reasonable charges for Covered Dental Services that may be provided, less any discounted fee, upon proof of payment, not to exceed \$50 per incident. Coverage is provided for emergency dental treatment as may be required to alleviate pain, bleeding, or swelling. You must receive all post-emergency care from a Participating Dental Provider.</p>	
<p>Discounted schedule of fees \$30 preventive plan</p> <p>Procedures not shown in this list are not covered. Refer to the description of your dental benefit for a complete description of the terms and conditions of your covered benefit.</p> <p>Fees quoted in the "You pay to Dentist" column apply only when performed by a participating general dentist. If specialty care is required, your general dentist must refer you to a participating specialist.</p> <p>FC \$30: You pay a combined fixed copayment of \$30 for any visit during which one or more of the following procedures are performed: (a) an oral exam (D0120, D0140, D0150, D0170 or D0180); (b) X-rays (D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0273, D0274, D0277, D0340 or D0350); (c) a pulp vitality test (D0460); (d) a diagnostic cast (D0470); (e) a routine cleaning (D1110); (f) fluoride application (D1206 or D1208); or (g) you are given oral hygiene instructions (D1310, D1320 or D1330). You pay a separate fee for any other procedure performed.</p> <p>Coverage for periodic oral exams, prophylaxes (cleanings) and fluoride applications is limited to two times per plan year.</p>	

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
Diagnostic Services			

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D0120	Periodic oral evaluation	FC \$30	Not covered
D0140	Limited oral evaluation - problem focused	FC \$30	Not covered
D0150	Comprehensive oral evaluation - new or established patient	FC \$30	Not covered
D0170	Re-evaluation - limited, problem focused	FC \$30	Not covered
D0180	Comprehensive periodontal evaluation - new or established patient - not in conjunction with D0150 and limited to once per 18 months	FC \$30	Not covered
D0210	Intraoral - complete series (including bitewings)	\$54	\$69
D0220	Intraoral - periapical first film	FC \$30	\$14
D0230	Intraoral - periapical each additional film	FC \$30	\$11
D0240	Intraoral - occlusal film	FC \$30	\$21
D0250	Extraoral - first film	FC \$30	\$26
D0260	Extraoral - each additional film	FC \$30	\$22
D0270	Bitewing - single film	FC \$30	\$14
D0272	Bitewings - two films	FC \$30	\$21
D0273	Bitewings - three films	FC \$30	\$28
D0274	Bitewings - four films	FC \$30	\$31
D0277	Vertical bitewings - 7 to 8 films	FC \$30	\$47
D0330	Panoramic film	\$43	\$55
D0340	Cephalometric film	FC \$30	\$55
D0350	Oral/facial photographic images	FC \$30	\$29
D0460	Pulp vitality tests	FC \$30	\$35
D0470	Diagnostic casts (not in conjunction with Orthodontics)	FC \$30	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
Preventive Services			
D1110	Prophylaxis (cleaning) - adult	FC \$30	Not covered
D1110*	Additional cleaning – beyond benefit limitation	\$40	\$40
D1206	Topical fluoride varnish for moderate/high risk caries patients	FC \$30	Not covered
D1208	Topical application of fluoride	FC\$30	Not covered
D1310	Nutritional counseling for control of dental disease	FC \$30	Not covered
D1320	Tobacco counseling for control and prev. of oral disease	FC \$30	Not covered
D1330	Oral hygiene instructions	FC \$30	Not covered
D1352	Prev resin rest. mod/high caries risk – perm. tooth	\$30	Not covered
Restorative Services			
D2140	Amalgam - one surface, primary or permanent	\$68	Not covered
D2150	Amalgam - two surfaces, primary or permanent	\$88	Not covered
D2160	Amalgam - three surfaces, primary or permanent	\$105	Not covered
D2161	Amalgam - four or more surfaces, primary or permanent	\$126	Not covered
D2330	Resin-based composite - one surface, anterior	\$83	Not covered
D2331	Resin-based composite - two surfaces, anterior	\$105	Not covered
D2332	Resin-based composite - three surfaces, anterior	\$129	Not covered
D2335	Resin-based composite - four or more surfaces or involving incisal angle (anterior)	\$163	Not covered
D2390	Resin-based composite crown, anterior	\$216	Not covered
D2391	Resin-based composite - one surface, posterior	\$108	Not covered
D2392	Resin-based composite - two surfaces, posterior	\$143	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2393	Resin-based composite - three surfaces, posterior	\$179	Not covered
D2394	Resin-based composite - four or more surfaces, posterior	\$204	Not covered
D2510	Inlay - metallic - one surface	\$493	Not covered
D2520	Inlay - metallic - two surfaces	\$556	Not covered
D2530	Inlay - metallic - three or more surfaces	\$604	Not covered
D2542	Onlay – metallic - two surfaces	\$641	Not covered
D2543	Onlay – metallic - three surfaces	\$653	Not covered
D2544	Dental onlay metl 4/more surfaces	\$657	Not covered
D2610	Inlay - porcelain/ceramic - one surface	\$541	Not covered
D2620	Inlay - porcelain/ceramic - two surfaces	\$576	Not covered
D2630	Inlay - porcelain/ceramic - three or more surfaces	\$665	Not covered
D2642	Onlay - porcelain/ceramic - two surfaces	\$616	Not covered
D2643	Onlay - porcelain/ceramic - three surfaces	\$666	Not covered
D2644	Dental onlay porc 4/more surfaces	\$710	Not covered
D2650	Inlay - resin-based composite - one surface	\$498	Not covered
D2651	Inlay - resin-based composite - two surfaces	\$538	Not covered
D2652	Inlay - resin-based composite - three or more surfaces	\$699	Not covered
D2662	Onlay - resin-based composite - two surfaces	\$568	Not covered
D2663	Onlay - resin-based composite - three surfaces	\$699	Not covered
D2664	Onlay - resin-based composite - \geq 4 surfaces	\$662	Not covered
D2710	Crown - resin (indirect)	\$277	Not covered
D2712	Crown 3/4 resin-based composite (exclusive of veneers)	\$255	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2720	Crown - resin with high noble metal	\$675	Not covered
D2721	Crown - resin with predominantly base metal	\$601	Not covered
D2722	Crown - resin with noble metal	\$628	Not covered
D2740	Crown - porcelain/ceramic substrate	\$741	Not covered
D2750	Crown - porcelain fused to high noble metal	\$755	Not covered
D2751	Crown - porcelain fused to predominantly base metal	\$653	Not covered
D2752	Crown - porcelain fused to noble metal	\$679	Not covered
D2780	Crown - 3/4 cast high noble metal	\$724	Not covered
D2781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D2782	Crown - 3/4 cast noble metal	\$611	Not covered
D2783	Crown - 3/4 porcelain/ceramic	\$628	Not covered
D2790	Crown - full cast high noble metal	\$675	Not covered
D2791	Crown - full cast predominantly base metal	\$601	Not covered
D2792	Crown - full cast noble metal	\$628	Not covered
D2794	Crown - titanium	\$679	Not covered
D2910	Recement inlay	\$68	Not covered
D2920	Recement crown	\$68	Not covered
D2932	Prefabricated resin crown	\$254	Not covered
D2940	Sedative filling	\$77	Not covered
D2950	Core buildup, including any pins	\$172	Not covered
D2951	Pin retention - per tooth, in addition to restoration	\$40	Not covered
D2952	Cast post and core in addition to crown	\$252	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2954	Prefabricated post and core in addition to crown	\$224	Not covered
D2955	Post removal (not in conj. with endo. therapy)	\$194	Not covered
D2970	Temporary crown (fractured tooth)	\$188	Not covered
D2980	Crown repair, by report	\$138	Not covered
Endodontic Services			
D3110	Pulp cap - direct (excluding final restoration)	\$47	Not covered
D3120	Pulp cap - indirect (excluding final restoration)	\$47	Not covered
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	\$104	\$122
D3221	Pulpal debridement, prim. and perm. teeth	\$126	Not covered
D3310	Anterior (excluding final restoration)	\$439	\$505
D3320	Bicuspid (excluding final restoration)	\$525	\$604
D3330	Molar (excluding final restoration)	\$687	\$789
D3333	Internal root repair of perforation defects	Not covered	\$225
D3346	Retreatment of previous root canal therapy - anterior	Not covered	\$609
D3347	Retreatment of previous root canal therapy - bicuspid	Not covered	\$812
D3348	Retreatment of previous root canal therapy - molar	Not covered	\$1,047
D3410	Apicoectomy/periradicular surgery - anterior	\$422	\$524
D3421	Apicoectomy/periradicular surgery - bicuspid (first root)	\$471	\$655
D3425	Apicoectomy/periradicular surgery - molar (first root)	\$518	\$687
D3426	Apicoectomy/periradicular surgery (each additional root)	\$314	\$371
D3427	Periradicular surg. w/o apicoectomy	\$402	\$504

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D3430	Retrograde filling - per root	\$118	\$295
D3450	Root amputation - per root	\$205	\$330
D3920	Hemisection (including any root removal), not including root canal therapy	\$258	\$305
D3950	Canal prep/fitting of preformed dowel or post	\$154	\$216
Periodontic Services			
D4210	Gingivectomy or gingivoplasty - four or more contiguous teeth per quadrant	\$372	\$439
D4211	Gingivectomy or gingivoplasty - one to three teeth, per quadrant	\$161	\$190
D4240	Gingival flap procedure, including root planing - four or more contiguous teeth	\$479	\$566
D4241	Gingival flap procedure, including root planing - one to three teeth, per quadrant	\$121	\$239
D4260	Osseous surgery (including flap entry and closure) - four or more per quadrant	\$709	\$836
D4261	Osseous surgery (including flap entry and closure) - one to three teeth, per quadrant	\$452	\$534
D4268	Surgical revision procedure, per tooth	\$389	\$562
D4274	Distal or proximal wedge procedure	\$329	\$466
D4341	Periodontal scaling and root planing - four or more contiguous teeth or bounded teeth spaces per quadrant	\$137	\$194
D4342	Periodontal scaling and root planing - one to three teeth, per quadrant	\$99	\$117
D4355	Full mouth debridement to enable comprehensive evaluation and diagnosis	\$121	\$175
D4381	Localized delivery of chemotherapeutic agents	\$33	\$44

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D4910	Periodontal maintenance	\$83	\$110
Prosthetics - Removable			
D5110	Complete denture - maxillary	\$845	Not covered
D5120	Complete denture - mandibular	\$845	Not covered
D5130	Immediate denture - maxillary	\$910	Not covered
D5140	Immediate denture - mandibular	\$910	Not covered
D5211	Maxillary partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5212	Mandibular partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5225	Maxillary partial denture	\$904	Not covered
D5226	Mandibular partial denture	\$1,004	Not covered
D5281	Removable unilateral partial denture - one piece cast metal (including clasps and teeth)	\$510	Not covered
D5410	Adjust complete denture - maxillary	\$79	Not covered
D5411	Adjust complete denture - mandibular	\$79	Not covered
D5421	Adjust partial denture - maxillary	\$79	Not covered
D5422	Adjust partial denture - mandibular	\$79	Not covered
D5510	Repair broken complete denture base	\$101	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D5520	Replace missing or broken teeth - complete denture (each tooth)	\$77	Not covered
D5610	Repair resin denture base	\$102	Not covered
D5620	Repair cast framework	\$147	Not covered
D5630	Repair or replace broken clasp	\$139	Not covered
D5640	Replace broken teeth - per tooth	\$88	Not covered
D5650	Add tooth to existing partial denture	\$131	Not covered
D5660	Add clasp to existing partial denture	\$160	Not covered
D5670	Replace all teeth and acrylic on cast metal framework (maxillary)	\$559	Not covered
D5671	Replace all teeth and acrylic on cast metal framework (mandibular)	\$559	Not covered
D5710	Rebase complete maxillary denture	\$344	Not covered
D5711	Rebase complete mandibular denture	\$331	Not covered
D5720	Rebase maxillary partial denture	\$265	Not covered
D5721	Rebase mandibular partial denture	\$265	Not covered
D5730	Reline complete maxillary denture (chairside)	\$214	Not covered
D5731	Reline complete mandibular denture (chairside)	\$215	Not covered
D5740	Reline maxillary partial denture (chairside)	\$212	Not covered
D5741	Reline mandibular partial denture (chairside)	\$212	Not covered
D5750	Reline complete maxillary denture (laboratory)	\$260	Not covered
D5751	Reline complete mandibular denture (laboratory)	\$258	Not covered
D5760	Reline maxillary partial denture (laboratory)	\$250	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D5761	Reline mandibular partial denture (laboratory)	\$249	Not covered
D5810	Interim complete denture (maxillary)	\$549	Not covered
D5811	Interim complete denture (mandibular)	\$400	Not covered
D5820	Interim partial denture (maxillary)	\$424	Not covered
D5821	Interim partial denture (mandibular)	\$429	Not covered
D5850	Tissue conditioning, maxillary	\$120	Not covered
D5851	Tissue conditioning, mandibular	\$121	Not covered
Prosthetics - Fixed			
D6000- D6199	ALL IMPLANT SERVICES - 15% DISCOUNT (incl. D0360-D0363 cone beam imaging w/ implants)		
D6210	Pontic - cast high noble metal	\$610	Not covered
D6211	Pontic - cast predominantly base metal	\$624	Not covered
D6212	Pontic - cast noble metal	\$586	Not covered
D6214	Pontic - titanium	\$571	Not covered
D6240	Pontic - porcelain fused to high noble metal	\$755	Not covered
D6241	Pontic - porcelain fused to predominantly base metal	\$653	Not covered
D6242	Pontic - porcelain fused to noble metal	\$679	Not covered
D6245	Pontic – porcelain/ceramic	\$741	Not covered
D6250	Pontic - resin with high noble metal	\$745	Not covered
D6251	Pontic - resin with predominantly base metal	\$707	Not covered
D6252	Pontic - resin with noble metal	\$717	Not covered
D6545	Retainer - cast metal for resin bonded fixed prosthesis	\$270	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D6548	Retainer. - porcelain/ceramic for resin bonded fixed prosthesis	\$481	Not covered
D6600	Inlay - porcelain/ceramic, two surfaces	\$400	Not covered
D6601	Inlay - porcelain/ceramic, >=3 surfaces	\$426	Not covered
D6602	Inlay - cast high noble metal, two surfaces	\$422	Not covered
D6603	Inlay - cast high noble metal, three or more surfaces	\$468	Not covered
D6604	Inlay - cast predominantly base metal, two surfaces	\$422	Not covered
D6605	Inlay - cast predominantly base metal, three or more surfaces	\$404	Not covered
D6606	Inlay - cast noble metal, two surfaces	\$384	Not covered
D6607	Inlay - cast noble metal, three or more surfaces	\$426	Not covered
D6608	Onlay -porcelain./ceramic, two surfaces	\$437	Not covered
D6609	Onlay - porcelain./ceramic, three or more surfaces	\$458	Not covered
D6610	Onlay - cast high noble metal, two surfaces	\$501	Not covered
D6611	Onlay cast high noble metal >=3 surfaces	\$548	Not covered
D6612	Onlay - cast predominantly base metal, two surfaces	\$431	Not covered
D6613	Onlay - cast predominantly base metal, three or more surfaces	\$478	Not covered
D6614	Onlay - cast noble metal, two surfaces	\$454	Not covered
D6615	Onlay cast noble metal >=3 surfaces	\$501	Not covered
D6624	Inlay - titanium	\$468	Not covered
D6634	Onlay - titanium	\$548	Not covered
D6720	Crown - resin with high noble metal	\$747	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D6721	Crown - resin with predominantly base metal	\$666	Not covered
D6722	Crown - resin with noble metal	\$696	Not covered
D6740	Crown – Porcelain/ceramic	\$741	Not covered
D6750	Crown - porcelain fused to high noble metal	\$639	Not covered
D6751	Crown - porcelain fused to predominantly base metal	\$571	Not covered
D6752	Crown - porcelain fused to noble metal	\$599	Not covered
D6780	Crown - 3/4 cast high noble metal	\$724	Not covered
D6781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D6782	Crown - 3/4 cast noble metal	\$578	Not covered
D6783	Crown - 3/4 porc./ceramic	\$808	Not covered
D6790	Crown - full cast high noble metal	\$675	Not covered
D6791	Crown - full cast predominantly base metal	\$601	Not covered
D6792	Crown - full cast noble metal	\$628	Not covered
D6794	Crown - titanium	\$679	Not covered
D6930	Recement fixed partial denture	\$88	Not covered
D6940	Stress breaker	\$205	Not covered
D6975	Coping - metal	\$431	Not covered
D6980	Fixed partial denture repair, by report	\$206	Not covered
Oral Surgery			
D7111	Coronal remnants - deciduous tooth	\$72	\$85
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	\$83	\$97

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D7210	Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth	\$149	\$176
D7220	Removal of impacted tooth - soft tissue	\$183	\$216
D7230	Removal of impacted tooth - partially bony	\$250	\$295
D7240	Removal of impacted tooth - completely bony	\$295	\$347
D7241	Removal of impacted tooth - completely bony, with unusual surg. complications	\$363	\$429
D7250	Surgical removal of residual tooth roots (cutting procedure)	\$167	\$199
D7270	Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	\$279	\$330
D7280	Surgical access of an unerupted tooth	\$312	\$369
D7282	Mobiliz. of erupted or malpos. tooth-aid erup	\$96	\$210
D7285	Biopsy of oral tissue - hard (bone, tooth)	\$196	\$231
D7286	Biopsy of oral tissue - soft (all others)	\$184	\$216
D7291	Transseptal fiberotomy/supra crestal fiberotomy, by report	\$142	\$169
D7310	Alveoloplasty in conjunction with extractions - per quadrant	\$150	\$177
D7311	Alveoloplasty in conjunction with extractions	\$130	\$154
D7320	Alveoloplasty not in conjunction with extractions – per quadrant	\$193	\$227
D7321	Alveoloplasty not in conjunction with extractions	\$40	\$84
D7471	Removal of lateral exostosis	\$314	\$370
D7472	Removal of torus palatinus	\$263	\$311
D7473	Removal of torus mandibularis	\$271	\$320

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D7485	Surgical reduction of osseous tuberosity	\$297	\$351
D7510	Incision and drainage of abscess - intraoral soft tissue	\$108	\$127
D7511	Incision and drainage of abscess - intraoral	\$226	\$260
D7910	Suture of recent small wounds up to 5 cm	\$246	\$290
D7960	Frenulectomy (frenectomy or frenotomy) - separate procedure	\$226	\$314
D7963	Frenuloplasty	\$99	\$245
D7970	Excision of hyperplastic tissue - per arch	\$456	\$539
D7971	Excision of pericoronal gingiva	\$225	\$265
D7972	Surgical reduction of fibrous tuberosity	\$78	\$185
Orthodontics			
D8090	Comprehensive orthodontic treatment of the adult dentition	Not covered	\$3,658
D8660	Pre-orthodontic treatment visit	Not covered	\$413
D8670	Periodic orthodontic treatment visit (as part of contract)	Not covered	\$118
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	Not covered	\$516
Additional Procedures			
D9110	Palliative (emergency) treatment of dental pain - minor procedure	\$30	\$75
D9210	Local anesthesia not in conjunction with operative or surgical procedures	\$0	Not covered
D9211	Regional block anesthesia	\$0	Not covered
D9212	Trigeminal division block anesthesia	\$0	Not covered
D9215	Local anesthesia	\$0	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D9220	Deep sedation/general anesth - first 30 minutes	\$80	\$277
D9221	Deep sedation/general anesth - each addtl. 15 minutes	\$40	\$100
D9230	Analgesia, anxiolysis, inhalation of nitrous oxide	\$36	\$41
D9241	Intrav conscious sed./analgesia - first 30 minutes	\$121	\$272
D9242	Intrav conscious sed./analgesia - each addtl. 15 minutes	\$0	\$85
D9310	Consultation (diagnostic service provided by dentist or physician other than practitioner providing treatment)	\$59	\$96
D9439	Office visit - Not including an FC30 visit	\$10	\$10
D9440	Office visit - after regularly scheduled hours	\$27	\$111
D9910	Application of desensitizing medicament	\$30	\$60
D9930	Treatment of complications (post-surgical)	\$48	\$48
D9940	Occlusal guard, by report	\$338	\$519
D9950	Occlusion analysis - mounted case	\$169	\$169
D9951	Occlusal adjustment - limited	\$88	\$115
D9952	Occlusal adjustment - complete	\$372	\$597
D9990	Broken office appointment	\$50	\$50

SECTION 3. What services are not covered by our plan?

Section 3.1 Services we do *not* cover (exclusions)

This section tells you what services are "excluded" from Medicare coverage and, therefore, are not covered by this plan. If a service is "excluded," it means that we don't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception is we will pay if a service in the chart below is found upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 9, Section 5.3, in this booklet.)

All exclusions or limitations on services are described in the Medical Benefits Chart or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare.	√	
Experimental medical and surgical procedures, equipment and medications. <ul style="list-style-type: none"> • Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community. 		√ May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital.		√ Covered only when medically necessary.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	√	
Full-time nursing care in your home.	√	
Custodial care is care provided in a nursing home, hospice, or other facility setting when you	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
do not require skilled medical care or skilled nursing care. <ul style="list-style-type: none"> • Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing. 		
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	√	
Fees charged by your immediate relatives or members of your household.	√	
Cosmetic surgery or procedures.		√ Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member. Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
Routine dental care, such as cleanings, fillings, or dentures for Basic Option or Basic Part B Only Option plan members.	√	
Nonroutine dental care for Basic Option or Basic Part B Only Option plan members.		√ Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
Routine chiropractic care.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		Manual manipulation of the spine to correct a subluxation is covered.
Routine foot care.		<p style="text-align: center;">√</p> Some limited coverage provided according to Medicare guidelines, for example, if you have diabetes.
Orthopedic shoes.		<p style="text-align: center;">√</p> If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease.
Supportive devices for the feet.		<p style="text-align: center;">√</p> Orthopedic or therapeutic shoes for people with diabetic foot disease.
Routine hearing exams.	√	
Hearing aids or exams to fit hearing aids.		<p style="text-align: center;">√</p> This exclusion does not apply to cochlear implants and osseointegrated external hearing devices covered by Medicare.
Routine eye exams, eyeglasses, and contact lenses for Basic Option or Basic Part B Only Option plan members.		<p style="text-align: center;">√</p> Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery.
Radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids.	√	
Reversal of sterilization procedures and non-prescription contraceptive supplies.	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Infertility services for Basic Option and Basic Part B Only Option plan members.	√	
Cost of donor semen and donor eggs, storage and freezing of eggs. Services other than artificial insemination, related to conception by artificial means, including but not limited to, in vitro fertilization, ovum transplants, gamete intrafallopian transfer, zygote intrafallopian transfer and prescription drugs related to such services. Services to reverse involuntary, surgically induced infertility.	√	
Acupuncture.	√	
Naturopath services (uses natural or alternative treatments).	√	
Care in a licensed intermediate care facility.	√	
Comfort, convenience, or luxury equipment or features.	√	
Private duty nurse.	√	
Meals delivered to your home.	√	
Outpatient oral nutrition, such as dietary supplements, herbal supplements, weight loss aids, formulas and food.		√ This exclusion does not apply to medical food and modified food products as described in "Medical foods" in the Medical Benefits Chart.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging, and mental performance).		<p style="text-align: center;">√</p> Covered if medically necessary and covered under Original Medicare.
Services provided to veterans in Veterans Affairs (VA) facilities.		<p style="text-align: center;">√</p> When emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will reimburse veterans for the difference. Members are still responsible for our plan's cost-sharing amounts.
Reconstructive surgery that offers only a minimal improvement in appearance or is performed to alter or reshape normal structures of the body in order to improve appearance.		<p style="text-align: center;">√</p> We cover reconstructive surgery to correct or repair abnormal structures of the body caused by congenital defect, developmental abnormalities, accidental injury, trauma, infection, tumors, or disease, if a network physician determines that it is necessary to improve function, or create a normal appearance, to the extent possible.
Surgery that, in the judgment of a network physician specializing in reconstructive surgery, offers only a minimal improvement in appearance. <ul style="list-style-type: none"> • Surgery that is performed to alter or reshape normal structures of the body in order to improve appearance. 	<p>√</p>	
Nonconventional intraocular lenses (IOLs) following		<p>√</p>

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
cataract surgery (for example, a presbyopia-correcting IOL).		You may request and we may provide insertion of a presbyopia-correcting IOL or astigmatism-correcting IOL following cataract surgery in lieu of a conventional IOL. However, you must pay the difference between Plan Charges for a nonconventional IOL and associated services and Plan Charges for insertion of a conventional IOL following cataract surgery.
Massage therapy.		√ Covered when ordered as part of physical therapy program in accord with Medicare guidelines.
Travel and lodging expenses.		√ Provided only in connection with out-of-area transplant services that our plan covers.
Transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a network provider.	√	
Licensed ambulance services without transport.		√ Covered if the ambulance transports you or if covered by Medicare.
Physical exams and other services (1) required for obtaining or maintaining employment or participation in employee programs, (2) required for insurance or licensing, or (3) on court order or required for parole or probation.		√ Covered if a network physician determines that the services are medically necessary except that routine physical exams are not covered for both Basic Option plans unless covered by Medicare.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services related to noncovered services or items.		<p style="text-align: center;">√</p> <p>When a service or item is not covered, all services related to the noncovered service or item are excluded, (1) except for services or items we would otherwise cover to treat complications of the noncovered service or item, or (2) unless covered in accord with Medicare guidelines.</p>
Services not approved by the federal Food and Drug Administration. Drugs, supplements, tests, vaccines, devices, radioactive materials, and any other services that by law require federal Food and Drug Administration (FDA) approval in order to be sold in the U.S., but are not approved by the FDA.		<p style="text-align: center;">√</p> <p>This exclusion applies to services provided anywhere, even outside the U.S. It does not apply to Medicare-covered clinical trials or covered emergency care you receive outside the U.S.</p>
Exclusions described in the amendment "What You Need to Know — Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices."	√	

CHAPTER 5. Using our plan's coverage for your Part D prescription drugs

SECTION 1. Introduction	104
Section 1.1 This chapter describes your coverage for Part D drugs.....	104
Section 1.2 Basic rules for our plan's Part D drug coverage.....	105
SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service	105
Section 2.1 To have your prescription covered, use a network pharmacy.....	105
Section 2.2 Finding network pharmacies	106
Section 2.3 Using our mail-order services	107
Section 2.4 How can you get a long-term supply of drugs?	107
Section 2.5 When can you use a pharmacy that is not in our network?.....	108
SECTION 3. Your drugs need to be on our "Drug List"	109
Section 3.1 The "Drug List" tells which Part D drugs are covered.....	109
Section 3.2 There are six "cost-sharing tiers" for drugs on our Drug List	109
Section 3.3 How can you find out if a specific drug is on our Drug List?.....	110
SECTION 4. There are restrictions on coverage for some drugs.....	110
Section 4.1 Why do some drugs have restrictions?.....	110
Section 4.2 What kinds of restrictions?.....	111
Section 4.3 Do any of these restrictions apply to your drugs?	111
SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?	112
Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered	112
Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?	112
Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?	114
SECTION 6. What if your coverage changes for one of your drugs?	115
Section 6.1 The Drug List can change during the year	115
Section 6.2 What happens if coverage changes for a drug you are taking?	115

SECTION 7. What types of drugs are <i>not</i> covered by our plan?	116
Section 7.1 Types of drugs we do not cover	116
SECTION 8. Show your plan membership card when you fill a prescription	117
Section 8.1 Show your membership card.....	117
Section 8.2 What if you don't have your membership card with you?.....	117
SECTION 9. Part D drug coverage in special situations	118
Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?	118
Section 9.2 What if you're a resident in a long-term care (LTC) facility?.....	118
Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?	119
Section 9.4 What if you're in Medicare-certified hospice?	119
SECTION 10. Programs on drug safety and managing medications	120
Section 10.1 Programs to help members use drugs safely	120
Section 10.2 Medication Therapy Management (MTM) program to help members manage their medications	120



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, **some information in this Evidence of Coverage about the costs for Part D prescription drugs does not apply to you.** We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 This chapter describes your coverage for Part D drugs

This chapter explains rules for using your coverage for Part D drugs. The next chapter tells you what you pay for Part D drugs (Chapter 6, "What you pay for your Part D prescription drugs").

In addition to your coverage for Part D drugs, we also cover some drugs under our plan's medical benefits.

Through our coverage of Medicare Part A benefits, we generally cover drugs you are given during covered stays in the hospital or in a skilled nursing facility. Through our coverage of Medicare Part B benefits, we cover drugs including certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility. Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," tells you about the benefits and costs for drugs during a covered hospital or skilled nursing facility stay, as well as your benefits and costs for Part B drugs.

Your drugs may be covered by Original Medicare if you are in Medicare hospice. We only cover Medicare Parts A, B, and D services and drugs that are unrelated to your terminal prognosis and related conditions, and therefore not covered under the Medicare hospice benefit. For more information, please see Section 9.4 in this chapter, "What if you're in Medicare-certified hospice." For information on hospice coverage, see the hospice section of Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

The following sections discuss coverage of your drugs under our plan's Part D benefit rules. Section 9 in this chapter, "Part D drug coverage in special situations," includes more information about your Part D coverage and Original Medicare.

Section 1.2 Basic rules for our plan's Part D drug coverage

Our plan will generally cover your drugs as long as you follow these basic rules:

- You must have a provider (a doctor, dentist, or other prescriber) write your prescription.
- Your prescriber must either accept Medicare or file documentation with CMS showing that he or she is qualified to write prescriptions, or your Part D claim will be denied. You should ask your prescribers the next time you call or visit if they meet this condition. If not, please be aware it takes time for your prescriber to submit the necessary paperwork to be processed.
- You generally must use a network pharmacy to fill your prescription. (See Section 2, "Fill your prescriptions at a network pharmacy or through our mail-order service.")
- Your drug must be on our **Kaiser Permanente 2016 Abridged Formulary** or **Kaiser Permanente 2016 Comprehensive Formulary** (we call it the "Drug List" for short). (See Section 3, "Your drugs need to be on our Drug List.")
- Your drug must be used for a medically accepted indication. A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. (See Section 3 for more information about a medically accepted indication.)

SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service

Section 2.1 To have your prescription covered, use a network pharmacy

In most cases, your prescriptions are covered only if they are filled at our network pharmacies. (See Section 2.5 for information about when we would cover prescriptions filled at out-of-network pharmacies.) Our network includes pharmacies with preferred cost-sharing, which may offer you lower cost-sharing than the standard cost-sharing offered by other pharmacies within the network.

A network pharmacy is a pharmacy that has a contract with our plan to provide your covered prescription drugs. The term "covered drugs" means all of the Part D prescription drugs that are covered on our plan's Drug List.

Our network includes pharmacies that offer standard cost-sharing and pharmacies that offer preferred cost-sharing. You may go to either type of network pharmacy to receive your covered prescription drugs. Your cost-sharing may be less at pharmacies with preferred cost-sharing.

Section 2.2 Finding network pharmacies

How do you find a network pharmacy in your area?

To find a network pharmacy, you can look in your **Pharmacy Directory**, visit our website (kp.org/directory), or call Member Services (phone numbers are printed on the back cover of this booklet).

You may go to any of our network pharmacies. However, your costs may be even less for your covered drugs if you use a network pharmacy that offers preferred cost-sharing rather than a network pharmacy that offers standard cost-sharing. The **Pharmacy Directory** will tell you which of the network pharmacies offer preferred cost-sharing. You can find out more about how your out-of-pocket costs could be different for different drugs by contacting us.

If you switch from one network pharmacy to another, and you need a refill of a drug you have been taking, you can ask either to have a new prescription written by a provider or to have your prescription transferred to your new network pharmacy.

What if the pharmacy you have been using leaves the network?

If the pharmacy you have been using leaves our plan's network, you will have to find a new pharmacy that is in our network. Or if the pharmacy you have been using stays within the network but is no longer offering preferred cost-sharing, you may want to switch to a different pharmacy. To find another network pharmacy in your area, you can get help from Member Services (phone numbers are printed on the back cover of this booklet) or use the **Pharmacy Directory**. You can also find information on our website at kp.org/directory.

What if you need a specialized pharmacy?

Sometimes prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, a long-term care facility (such as a nursing home) has its own pharmacy. If you are in an LTC facility, we must ensure that you are able to routinely receive your Part D benefits through our network of LTC pharmacies, which is typically the pharmacy that the LTC facility uses. If you have any difficulty accessing your Part D benefits in an LTC facility, please contact Member Services.
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network. However, currently this is not applicable to our plan because there are no such pharmacies inside our service area.
- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use.

Note: This scenario should happen rarely.

To locate a specialized pharmacy, look in your **Pharmacy Directory** or call Member Services (phone numbers are printed on the back cover of this booklet).

Section 2.3 Using our mail-order services

For certain kinds of drugs, you can use our plan's network mail-order services. Generally, the drugs provided through mail order are drugs that you take on a regular basis for a chronic or long-term medical condition. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List.

Our mail-order service allows you to order up to a 90-day supply.

To get information about filling your prescriptions by mail, call the Kaiser Permanente pharmacy at **703-466-4900** or toll free **1-800-733-6345**, Monday through Friday, 7 a.m. to 6 p.m. (TTY **711**).

You can conveniently order your prescription refills in the following ways:

- Calling our EZ Refill Line at **1-866-299-9415**, seven days a week, 24 hours a day, (TTY **711**). Be sure to select the mail delivery option when prompted.
- Order online at **kp.org/refill**. To register to use our secure online mail-order service, please go to **kp.org/register** and follow the on-screen instructions.

When you order refills for home delivery online, by phone, or in writing, you must pay your cost-sharing when you place your order (there are no shipping charges for regular mail-order service). If you prefer, you may designate a pharmacy where you want to pick up and pay for your prescription. Please contact a network pharmacy if you have a question about whether your prescription can be mailed, or see our Drug List for information about the drugs that can be mailed.

Usually a mail-order pharmacy order will get to you in no more than 10 days. If your mail-order prescription is delayed, please call the Kaiser Permanente pharmacy for assistance at **1-800-733-6345** or **703-466-4900**, Monday through Friday, 7 a.m. to 6 p.m. (TTY **711**).

Refills on mail order prescriptions. For refills, please contact your pharmacy 10 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

So the pharmacy can reach you to confirm your order before shipping, please make sure to let the pharmacy know the best ways to contact you. When you place your order, please provide your current contact information in case we need to reach you.

Section 2.4 How can you get a long-term supply of drugs?

When you get a long-term supply of drugs, your cost-sharing may be lower. Our plan offers two ways to get a long-term supply (also called an "extended supply") of "maintenance" drugs on our plan's Drug List. Maintenance drugs are drugs that you take on a regular basis for a chronic or long-term medical condition. You may order this supply through mail order (see Section 2.3 in this chapter) or you may go to a retail pharmacy.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

1. Some retail pharmacies in our network allow you to get a long-term supply of maintenance drugs. Your **Pharmacy Directory** tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Member Services for more information (phone numbers are printed on the back cover of this booklet).
2. For certain kinds of drugs, you can use our plan's network mail-order services. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List. Our mail-order service allows you to order up to a 90-day supply. See Section 2.3 for more information about using our mail-order services.

Section 2.5 When can you use a pharmacy that is not in our network?

Your prescription may be covered in certain situations

Generally, we cover drugs filled at an out-of-network pharmacy only when you are not able to use a network pharmacy. If you cannot use a network pharmacy, here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

- If you are traveling within the United States and its territories but outside the service area and you become ill or run out of your covered Part D prescription drugs, we will cover prescriptions that are filled at an out-of-network pharmacy in limited, nonroutine circumstances according to our Medicare Part D formulary guidelines.
- If you need a Medicare Part D prescription drug in conjunction with covered out-of-network emergency care or out-of-area urgent care, we will cover up to a 30-day supply from an out-of-network pharmacy. **Note:** Prescription drugs prescribed and provided outside of the United States and its territories as part of covered emergency or urgent care are covered up to a 30-day supply in a 30-day period. These drugs are not covered under Medicare Part D; therefore, payments for these drugs do not count toward reaching the catastrophic coverage stage.
- If you are unable to obtain a covered drug in a timely manner within our service area because there is no network pharmacy within a reasonable driving distance that provides 24-hour service. We may not cover your prescription if a reasonable person could have purchased the drug at a network pharmacy during normal business hours.
- If you are trying to fill a prescription for a drug that is not regularly stocked at an accessible network pharmacy or available through our mail-order pharmacy (including high-cost drugs).
- If you are not able to get your prescriptions from a network pharmacy during a disaster.

In these situations, please check first with Member Services to see if there is a network pharmacy nearby. Phone numbers for Member Services are printed on the back cover of this booklet. You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

How do you ask for reimbursement from our plan?

If you must use an out-of-network pharmacy, you will generally have to pay the full cost (rather than your normal share of the cost) at the time you fill your prescription. You can

ask us to reimburse you for our share of the cost. (Chapter 7, Section 2.1, explains how to ask us to pay you back.)

SECTION 3. Your drugs need to be on our "Drug List"

Section 3.1 The "Drug List" tells which Part D drugs are covered

Our plan has a **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**. In this **Evidence of Coverage**, we call it the "Drug List" for short.

The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our plan's Drug List.

The drugs on the Drug List are only those covered under Medicare Part D (earlier in this chapter, Section 1.1 explains about Part D drugs).

We will generally cover a drug on our plan's Drug List as long as you follow the other coverage rules explained in this chapter and the use of the drug is a medically accepted indication. A "medically accepted indication" is a use of the drug that is either:

- Approved by the Food and Drug Administration. (That is, the Food and Drug Administration has approved the drug for the diagnosis or condition for which it is being prescribed.)
- Or supported by certain reference books. (These reference books are the American Hospital Formulary Service Drug Information; the DRUGDEX Information System; and the USPDI or its successor; and, for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology or their successors.)

Our Drug List includes both brand-name and generic drugs

A generic drug is a prescription drug that has the same active ingredients as the brand-name drug. Generally, it works just as well as the brand-name drug and usually costs less. There are generic drug substitutes available for many brand-name drugs.

What is *not* on our Drug List?

Our plan does not cover all prescription drugs.

- In some cases, the law does not allow any Medicare plan to cover certain types of drugs (for more information about this, see Section 7.1 in this chapter).
- In other cases, we have decided not to include a particular drug on our Drug List.

Section 3.2 There are six "cost-sharing tiers" for drugs on our Drug List

Every drug on our plan's Drug List is in one of **six** cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug:

- Cost-sharing **Tier 1** for preferred generic drugs.
- Cost-sharing **Tier 2** for generic drugs.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- Cost-sharing **Tier 3** for preferred brand-name drugs.
- Cost-sharing **Tier 4** for nonpreferred brand-name drugs.
- Cost-sharing **Tier 5** for specialty-tier drugs.
- Cost-sharing **Tier 6** for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up on our Drug List. The amount you pay for drugs in each cost-sharing tier is shown in Chapter 6 ("What you pay for your Part D prescription drugs").

Section 3.3 How can you find out if a specific drug is on our Drug List?

You have three ways to find out:

1. Check the most recent Drug List we sent you in the mail. Please note: The Drug List (**Kaiser Permanente 2016 Abridged Formulary**) we sent you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it.
2. Visit our website (kp.org/seniormedrx). Our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) on the website is always the most current.
3. Call Member Services to find out if a particular drug is on our plan's Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) or to ask for a copy of the list. Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 4. There are restrictions on coverage for some drugs

Section 4.1 Why do some drugs have restrictions?

For certain prescription drugs, special rules restrict how and when our plan covers them. A team of doctors and pharmacists developed these rules to help our members use drugs in the most effective ways. These special rules also help control overall drug costs, which keeps your drug coverage more affordable.

In general, our rules encourage you to get a drug that works for your medical condition and is safe and effective. Whenever a safe, lower-cost drug will work just as well medically as a higher-cost drug, our plan's rules are designed to encourage you and your provider to use that lower-cost option. We also need to comply with Medicare's rules and regulations for drug coverage and cost-sharing.

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may

not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

Please note that sometimes a drug may appear more than once on our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**). This is because different restrictions or cost-sharing may apply based on factors such as the strength, amount, or form of the drug prescribed by your health care provider (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

Section 4.2 What kinds of restrictions?

Our plan uses different types of restrictions to help our members use drugs in the most effective ways. The sections below tell you more about the types of restrictions we use for certain drugs.

Restricting brand-name drugs when a generic version is available

Generally, a "generic" drug works the same as a brand-name drug and usually costs less. In most cases, when a generic version of a brand-name drug is available, our network pharmacies will provide you the generic version. We usually will not cover the brand-name drug when a generic version is available. However, if your provider has told us the medical reason that the generic drug will not work for you, then we will cover the brand-name drug. (Your share of the cost may be greater for the brand-name drug than for the generic drug.)

Getting plan approval in advance

For certain drugs, you or your provider need to get approval from our plan before we will agree to cover the drug for you. This is called "prior authorization." Sometimes the requirement for getting approval in advance helps guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by our plan.

Section 4.3 Do any of these restrictions apply to your drugs?

Our plan's Drug List includes information about the restrictions described above. To find out if any of these restrictions apply to a drug you take or want to take, check our Drug List. For the most up-to-date information, call Member Services (phone numbers are printed on the back cover of this booklet) or check our website (kp.org/seniormedrx).

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If there is a restriction on the drug you want to take, you should contact Member Services to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?

Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered

We hope that your drug coverage will work well for you. But it's possible that there could be a prescription drug you are currently taking, or one that you and your provider think you should be taking that is not on our formulary or is on our formulary with restrictions. For example:

- The drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand-name version you want to take is not covered.
- The drug is covered, but there are extra rules or restrictions on coverage for that drug. As explained in Section 4, some of the drugs covered by our plan have extra rules to restrict their use. In some cases, you may want us to waive the restriction for you.
- The drug is covered, but it is in a cost-sharing tier that makes your cost-sharing more expensive than you think it should be. Our plan puts each covered drug into one of six different cost-sharing tiers. How much you pay for your prescription depends in part on which cost-sharing tier your drug is in.

There are things you can do if your drug is not covered in the way that you'd like it to be covered. Your options depend upon what type of problem you have:

- If your drug is not on our Drug List or if your drug is restricted, go to Section 5.2 to learn what you can do.
- If your drug is in a cost-sharing tier that makes your cost more expensive than you think it should be, go to Section 5.3 to learn what you can do.

Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?

If your drug is not on our Drug List or is restricted, here are things you can do:

- You may be able to get a temporary supply of the drug (only members in certain situations can get a temporary supply). This will give you and your provider time to change to another drug or to file a request to have the drug covered.
- You can change to another drug.
- You can request an exception and ask us to cover the drug or remove restrictions from the drug.

You may be able to get a temporary supply

Under certain circumstances, we can offer a temporary supply of a drug to you when your drug is not on our Drug List or when it is restricted in some way. Doing this gives you time to talk with your provider about the change in coverage and figure out what to do.

To be eligible for a temporary supply, **you must meet the two requirements** below:

1. The change to your drug coverage must be one of the following types of changes:

- ◆ The drug you have been taking is no longer on our plan's Drug List.
- ◆ Or the drug you have been taking is now restricted in some way (Section 4 in this chapter tells you about restrictions).

2. You must be in one of the situations described below:

- ◆ **For those members who are new or who were in our plan last year and aren't in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. This temporary supply will be for a maximum of a 30-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 30-day supply of medication. The prescription must be filled at a network pharmacy.
- ◆ **For those members who are new or who were in our plan last year and reside in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. The total supply will be for a maximum of a 98-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 98-day supply of medication. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)
- ◆ **For those members who have been in our plan for more than 90 days and reside in a long-term care (LTC) facility and need a supply right away:** We will cover one 31-day supply of a particular drug, or less if your prescription is written for fewer days. This is in addition to the above long-term care transition supply.
- ◆ As a current member of our plan, **if you have a covered inpatient stay in the hospital or in a skilled nursing facility**, the drugs you obtain during your stay will be covered under your medical benefit rather than your Medicare Part D prescription drug coverage. When you are discharged home or to a custodial level of care at a long-term care facility, many outpatient prescription drugs you obtain at a pharmacy will be covered under your Medicare Part D coverage. Since your drug coverage is different depending upon the setting where you obtain the drug, it is possible that a drug you were taking that was covered under your medical benefit might not be covered by Medicare Part D (for example, over-the-counter drugs or cough medicine). If this happens, you will have to pay full price for that drug unless you have other coverage (for example, employer group or union coverage).

To ask for a temporary supply, call Member Services (phone numbers are printed on the back cover of this booklet).

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by our plan or ask us to make an exception for you and cover your current drug. The sections below tell you more about these options.

You can change to another drug

Start by talking with your provider. Perhaps there is a different drug covered by our plan that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

You can ask for an exception

You and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule. For example, you can ask us to cover a drug even though it is not on our plan's Drug List. Or you can ask us to make an exception and cover the drug without restrictions.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?

If your drug is in a cost-sharing tier you think is too high, here are things you can do:

You can change to another drug

If your drug is in a cost-sharing tier you think is too high, start by talking with your provider. Perhaps there is a different drug in a lower cost-sharing tier that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

You can ask for an exception

For drugs in Tier 2 (generic drugs) or Tier 4 (nonpreferred brand-name drugs), you and your provider can ask us to make an exception to the cost-sharing tier for the drug so that you pay less for it. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Drugs in our specialty tier (Tier 5) are not eligible for this type of exception. We do not lower the cost-sharing amount for drugs in this tier.

SECTION 6. What if your coverage changes for one of your drugs?

Section 6.1 The Drug List can change during the year

Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, we might make changes to the Drug List. For example, we might:

- Add or remove drugs from the Drug List. New drugs become available, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled and we decide not to cover it. Or we might remove a drug from the list because it has been found to be ineffective.
- Move a drug to a higher or lower cost-sharing tier.
- Add or remove a restriction on coverage for a drug (for more information about restrictions to coverage, see Section 4 in this chapter).
- Replace a brand-name drug with a generic drug.

In almost all cases, we must get approval from Medicare for changes we make to our Drug List.

Section 6.2 What happens if coverage changes for a drug you are taking?

How will you find out if your drug's coverage has been changed?

If there is a change to coverage for a drug you are taking, we will send you a notice to tell you. Normally, **we will let you know at least 60 days ahead of time.**

Once in a while, a drug is suddenly recalled because it's been found to be unsafe or for other reasons. If this happens, we will immediately remove the drug from the Drug List. We will let you know of this change right away. Your provider will also know about this change, and can work with you to find another drug for your condition.

Do changes to your drug coverage affect you right away?

If any of the following types of changes affect a drug you are taking, the change will not affect you until January 1 of the next year if you stay in our plan:

- If we move your drug into a higher cost-sharing tier.
- If we put a new restriction on your use of the drug.
- If we remove your drug from the Drug List, but not because of a sudden recall or because a new generic drug has replaced it.

If any of these changes happen to a drug you are taking, then the change won't affect your use or what you pay as your share of the cost until January 1 of the next year. Until that date, you

probably won't see any increase in your payments or any added restriction to your use of the drug. However, on January 1 of the next year, the changes will affect you.

In some cases, you will be affected by the coverage change before January 1:

- If a brand-name drug you are taking is replaced by a new generic drug, we must give you at least 60 days' notice or give you a 60-day refill of your brand-name drug at a network pharmacy.
 - ◆ During this 60-day period, you should be working with your provider to switch to the generic or to a different drug that we cover.
 - ◆ Or you and your provider can ask us to make an exception and continue to cover the brand-name drug for you. For information about how to ask for an exception, see Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)."
- Again, if a drug is suddenly recalled because it's been found to be unsafe or for other reasons, we will immediately remove the drug from the Drug List. We will let you know of this change right away.
 - ◆ Your provider will also know about this change, and can work with you to find another drug for your condition.

SECTION 7. What types of drugs are *not* covered by our plan?

Section 7.1 Types of drugs we do not cover

This section tells you what kinds of prescription drugs are "excluded." This means Medicare does not pay for these drugs.

If you get drugs that are excluded, you must pay for them yourself. We won't pay for the drugs that are listed in this section; the only exception is if the requested drug is found upon appeal to be a drug that is not excluded under Part D and we should have paid for or covered it because of your specific situation. (For information about appealing a decision we have made to not cover a drug, go to Chapter 9, Section 6.5, in this booklet.)

Here are three general rules about drugs that Medicare drug plans will not cover under Part D:

- Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.
- Our plan cannot cover a drug purchased outside the United States and its territories.
- Our plan usually cannot cover off-label use. "Off-label use" is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.
 - ◆ Generally, coverage for "off-label use" is allowed only when the use is supported by certain reference books. These reference books are the American Hospital Formulary Service Drug Information; the DRUGDEX Information System; and for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology; or their

successors. If the use is not supported by any of these reference books, then our plan cannot cover its "off-label use."

Also, by law, these categories of drugs are not covered by Medicare drug plans:

- Nonprescription drugs (also called over-the-counter drugs).
- Drugs when used to promote fertility.
- Drugs when used for the relief of cough or cold symptoms.
- Drugs when used for cosmetic purposes or to promote hair growth.
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations.
- Drugs when used for the treatment of sexual or erectile dysfunction, such as Viagra[®], Cialis[®], Levitra[®], and Caverject[®].
- Drugs when used for treatment of anorexia, weight loss, or weight gain.
- Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale.

If you receive "Extra Help" paying for your drugs, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid program to determine what drug coverage may be available to you. (You can find phone numbers and contact information for Medicaid in Chapter 2, Section 6.)

SECTION 8. Show your plan membership card when you fill a prescription

Section 8.1 Show your membership card

To fill your prescription, show your plan membership card at the network pharmacy you choose. When you show your plan membership card, the network pharmacy will automatically bill our plan for our share of your covered prescription drug cost. You will need to pay the pharmacy your share of the cost when you pick up your prescription.

Section 8.2 What if you don't have your membership card with you?

If you don't have your plan membership card with you when you fill your prescription, ask the pharmacy to call our plan to get the necessary information.

If the pharmacy is not able to get the necessary information, you may have to pay the full cost of the prescription when you pick it up. You can then ask us to reimburse you for our share. See Chapter 7, Section 2.1, for information about how to ask us for reimbursement.

SECTION 9. Part D drug coverage in special situations

Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?

If you are admitted to a hospital or to a skilled nursing facility for a stay covered by our plan, we will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, we will cover your drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this section that tell you about the rules for getting drug coverage. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about drug coverage and what you pay.

Please note: When you enter, live in, or leave a skilled nursing facility, you are entitled to a special enrollment period. During this time period, you can switch plans or change your coverage. (Chapter 10, "Ending your membership in our plan," tells you when you can leave our plan and join a different Medicare plan.)

Section 9.2 What if you're a resident in a long-term care (LTC) facility?

Usually, a long-term care (LTC) facility (such as a nursing home) has its own pharmacy, or a pharmacy that supplies drugs for all of its residents. If you are a resident of a long-term care facility, you may get your prescription drugs through the facility's pharmacy as long as it is part of our network.

Check your **Pharmacy Directory** to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you're a resident in a long-term care (LTC) facility and become a new member of our plan?

If you need a drug that is not on our Drug List or is restricted in some way, we will cover a **temporary supply** of your drug during the first 90 days of your membership. The total supply will be for a maximum of up to a 98-day supply, or less if your prescription is written for fewer days. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)

If you have been a member of our plan for more than 90 days and need a drug that is not on our Drug List or if our plan has any restriction on the drug's coverage, we will cover one 31-day supply, or less if your prescription is written for fewer days.

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. Perhaps there is a different drug covered by our plan that might work just as well for you. Or you and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do.

Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?

Do you currently have other prescription drug coverage through your (or your spouse's) employer or retiree group? If so, please contact that group's benefits administrator. He or she can help you determine how your current prescription drug coverage will work with our plan. In general, if you are currently employed, the prescription drug coverage you get from us will be secondary to your employer or retiree group coverage. That means your group coverage would pay first.

Special note about "creditable coverage"

Each year your employer or retiree group should send you a notice that tells you if your prescription drug coverage for the next calendar year is "creditable" and the choices you have for drug coverage.

If the coverage from the group plan is "**creditable**," it means that the plan has drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.

Keep these notices about creditable coverage because you may need them later. If you enroll in a Medicare plan that includes Part D drug coverage, you may need these notices to show that you have maintained creditable coverage. If you didn't get a notice about creditable coverage from your employer or retiree group plan, you can get a copy from your employer or retiree group's benefits administrator or the employer or union.

Section 9.4 What if you're in Medicare-certified hospice?

Drugs are never covered by both hospice and our plan at the same time. If you are enrolled in Medicare hospice and require an anti-nausea, laxative, pain medication, or antianxiety drug that is not covered by your hospice because it is unrelated to your terminal illness and related conditions, our plan must receive notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in receiving any unrelated drugs that should be covered by our plan, you can ask your hospice provider or prescriber to make sure we have the notification that the drug is unrelated before you ask a pharmacy to fill your prescription.

In the event you either revoke your hospice election or are discharged from hospice, our plan should cover all your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, you should bring documentation to the pharmacy to verify your revocation or discharge. See the previous parts of this chapter that tell about the rules for getting drug coverage under Part D. Chapter 6, "What you pay for your Part D prescription drugs," gives more information about drug coverage and what you pay.

SECTION 10. Programs on drug safety and managing medications

Section 10.1 Programs to help members use drugs safely

We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care. These reviews are especially important for members who have more than one provider who prescribes their drugs.

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

- Possible medication errors.
- Drugs that may not be necessary because you are taking another drug to treat the same medical condition.
- Drugs that may not be safe or appropriate because of your age or gender.
- Certain combinations of drugs that could harm you if taken at the same time.
- Prescriptions written for drugs that have ingredients you are allergic to.
- Possible errors in the amount (dosage) of a drug you are taking.

If we see a possible problem in your use of medications, we will work with your provider to correct the problem.

Section 10.2 Medication Therapy Management (MTM) program to help members manage their medications

We have a program that can help our members with complex health needs. For example, some members have several medical conditions, take different drugs at the same time, and have high drug costs.

This program is voluntary and free to members. A team of pharmacists and doctors developed the program for us. This program can help make sure that our members get the most benefit from the drugs they take.

Our program is called a Medication Therapy Management (MTM) program. Some members who take medications for different medical conditions may be able to get services through a MTM program. A pharmacist or other health professional will give you a comprehensive review of all your medications. You can talk about how best to take your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary of this discussion. The summary has a medication action plan that recommends what you can do to make the best use of your medications, with space for you to take notes or write down any follow-up questions. You'll also get a personal medication list that will include all the medications you're taking and why you take them.

It's a good idea to have your medication review before your yearly "Wellness" visit, so you can talk to your doctor about your action plan and medication list. Bring your action plan and medication list with you to your visit or anytime you talk with your doctors, pharmacists, and other health care providers. Also, keep your medication list with you (for example, with your ID) in case you go to the hospital or emergency room.

If we have a program that fits your needs, we will automatically enroll you in the program and send you information. If you decide not to participate, please notify us and we will withdraw you from the program. If you have any questions about these programs, please contact Member Services (phone numbers are printed on the back cover of this booklet).

CHAPTER 6. What you pay for your Part D prescription drugs

SECTION 1. Introduction 124

Section 1.1 Use this chapter together with other materials that explain your drug coverage..... 124

Section 1.2 Types of out-of-pocket costs you may pay for covered drugs 125

SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug 125

Section 2.1 What are the drug payment stages for Medicare Plus members?..... 125

SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in 126

Section 3.1 We send you a monthly report called the "Part D Explanation of Benefits" (the "Part D EOB")..... 126

Section 3.2 Help us keep our information about your drug payments up-to-date 127

SECTION 4. For both Basic plans, during the deductible stage, you pay the full cost of your Part D drugs. There is no deductible for the High Option and both Standard Option plans..... 128

Section 4.1 For both Basic plans, you stay in the deductible stage until you have paid \$360 for your Part D drugs. For the High Option and both Standard Option plans, you do not pay a deductible for your Part D drugs 128

SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share..... 128

Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription..... 128

Section 5.2 A table that shows your costs for a one-month supply of a drug 129

Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply 132

Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug..... 133

Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,310 134

SECTION 6. During the Coverage Gap Stage, you receive a discount on brand-name drugs and pay no more than 58% of the costs of generic drugs..... 135

Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$4,850 135

Section 6.2	How Medicare calculates your out-of-pocket costs for prescription drugs.....	137
SECTION 7.	During the Catastrophic Coverage Stage, we pay most of the cost for your drugs.....	138
Section 7.1	Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year	138
SECTION 8.	What you pay for vaccinations covered by Part D depends upon how and where you get them	139
Section 8.1	Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine.....	139
Section 8.2	You may want to call Member Services before you get a vaccination	140
SECTION 9.	Do you have to pay the Part D "late enrollment penalty"?	141
Section 9.1	What is the Part D "late enrollment penalty"?	141
Section 9.2	How much is the Part D late enrollment penalty?.....	141
Section 9.3	In some situations, you can enroll late and not have to pay the penalty	142
Section 9.4	What can you do if you disagree about your late enrollment penalty?	143
SECTION 10.	Do you have to pay an extra Part D amount because of your income?	143
Section 10.1	Who pays an extra Part D amount because of income?	143
Section 10.2	How much is the extra Part D amount?.....	143
Section 10.3	What can you do if you disagree about paying an extra Part D amount?	144
Section 10.4	What happens if you do not pay the extra Part D amount?.....	145



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, some information in this **Evidence of Coverage** about the costs for Part D prescription drugs does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 Use this chapter together with other materials that explain your drug coverage

This chapter focuses on what you pay for your Part D prescription drugs. To keep things simple, we use "drug" in this chapter to mean a Part D prescription drug. As explained in Chapter 5, not all drugs are Part D drugs—some drugs are covered under Medicare Part A or Part B and other drugs are excluded from Medicare coverage by law.

To understand the payment information we give you in this chapter, you need to know the basics of what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. Here are materials that explain these basics:

- Our **Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary**. To keep things simple, we call this the "Drug List."
 - ◆ This Drug List tells you which drugs are covered for you.
 - ◆ It also tells you which of the six "cost-sharing tiers" the drug is in and whether there are any restrictions on your coverage for the drug.
 - ◆ If you need a copy of the Drug List, call Member Services (phone numbers are printed on the back cover of this booklet). You can also find the Drug List on our website at kp.org/seniormedrx. The Drug List on the website is always the most current.
- **Chapter 5 of this booklet**. Chapter 5 gives you the details about your prescription drug coverage, including rules you need to follow when you get your covered drugs. Chapter 5 also tells you which types of prescription drugs are not covered by our plan.
- **Our plan's Pharmacy Directory**. In most situations, you must use a network pharmacy to get your covered drugs (see Chapter 5 for the details). The **Pharmacy Directory** has a list of pharmacies in our plan's network. It also tells you which pharmacies in our network can give you a long-term supply of a drug (such as filling a prescription for a three-month supply).

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage** and they all include Medicare Part D prescription drug coverage:

- **High Option.**
- **Standard Option.**
- **Standard Part B Only Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment confirmation letter).

Section 1.2 Types of out-of-pocket costs you may pay for covered drugs

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services. The amount that you pay for a drug is called "cost-sharing" and there are three ways you may be asked to pay.

- The "**deductible**" is the amount you must pay for drugs before our plan begins to pay its share.
- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug

Section 2.1 What are the drug payment stages for Medicare Plus members?

As shown in the table below, there are "drug payment stages" for your prescription drug coverage under our plan. How much you pay for a drug depends upon which of these stages you are in at the time you get a prescription filled or refilled. Keep in mind you are always responsible for our plan's monthly premium regardless of the drug payment stage.

Stage 1 Yearly Deductible Stage	Stage 2 Initial Coverage Stage	Stage 3 Coverage Gap Stage	Stage 4 Catastrophic Coverage Stage
<p>For Basic Option or Basic Part B Only Option plan members, you begin in this payment stage when you fill your first prescription of the year. During this stage, you pay the full cost of your drugs. You stay in this stage until you have paid \$360 for your drugs (\$360 is the amount of your deductible).</p> <p>For High Option, Standard Option, or Standard Part B Only Option plan members, because there is no deductible for your plan, this payment stage does not apply to you.</p> <p>(Details are in Section 4 of this chapter.)</p>	<p>For High Option, Standard Option, or Standard Part B Only Option plan members, you begin in this stage when you fill your first prescription of the year.</p> <p>For all members, during this stage, we pay our share of the cost of your drugs and you pay your share of the cost.</p> <p>You stay in this stage until your year-to-date "total drug costs" (your payments plus any Part D plan's payments) total \$3,310.</p> <p>(Details are in Section 5 of this chapter.)</p>	<p>During this stage, you pay 45% of the price for brand-name drugs (plus a portion of the dispensing fee), and 58% of the price for generic drugs except that:</p> <ul style="list-style-type: none"> • High Option plan members pay the copayment listed in Section 6 of this chapter for generics and vaccines, or 58% of the price, whichever is lower. • Both Standard Option plan members pay nothing for vaccines during this stage. <p>You stay in this stage until your year-to-date "out-of-pocket costs" (your payments) reach a total of \$4,850. This amount and rules for counting costs toward this amount have been set by Medicare.</p> <p>(Details are in Section 6 of this chapter.)</p>	<p>During this stage, we will pay most of the cost of your drugs for the rest of the calendar year (through December 31, 2016).</p> <p>(Details are in Section 7 of this chapter.)</p>

SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in

Section 3.1 We send you a monthly report called the "Part D Explanation of Benefits" (the "Part D EOB")

Our plan keeps track of the costs of your prescription drugs and the payments you have made when you get your prescriptions filled or refilled at the pharmacy. This way, we can tell you when you have moved from one drug payment stage to the next. In particular, there are two types of costs we keep track of:

- We keep track of how much you have paid. This is called your "**out-of-pocket**" cost.

- We keep track of your "**total drug costs.**" This is the amount you pay out-of-pocket or others pay on your behalf plus the amount paid by the plan.

Our plan will prepare a written report called the **Part D Explanation of Benefits** (it is sometimes called the "**Part D EOB**") when you have had one or more prescriptions filled through our plan during the previous month. It includes:

- **Information for that month.** This report gives you the payment details about the prescriptions you have filled during the previous month. It shows the total drug costs, what the plan paid, and what you and others on your behalf paid.
- **Totals for the year since January 1.** This is called "year-to-date" information. It shows you the total drug costs and total payments for your drugs since the year began.

Section 3.2 Help us keep our information about your drug payments up-to-date

To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up-to-date:

- **Show your membership card when you get a prescription filled.** To make sure we know about the prescriptions you are filling and what you are paying, show your plan membership card every time you get a prescription filled.
- **Make sure we have the information we need.** There are times you may pay for prescription drugs when we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, you may give us copies of receipts for drugs that you have purchased. (If you are billed for a covered drug, you can ask us to pay our share of the cost. For instructions about how to do this, go to Chapter 7, Section 2, of this booklet.) Here are some types of situations when you may want to give us copies of your drug receipts to be sure we have a complete record of what you have spent for your drugs:
 - ♦ When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan's benefit.
 - ♦ When you made a copayment for drugs that are provided under a drug manufacturer patient assistance program.
 - ♦ Anytime you have purchased covered drugs at out-of-network pharmacies or other times you have paid the full price for a covered drug under special circumstances.
- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs and help qualify you for catastrophic coverage. For example, payments made by a State Pharmaceutical Assistance Program, an AIDS drug assistance program (ADAP), the Indian Health Service, and most charities count toward your out-of-pocket costs. You should keep a record of these payments and send them to us so we can track your costs.
- **Check the written report we send you.** When you receive a **Part D Explanation of Benefits** (a **Part D EOB**) in the mail, please look it over to be sure the information is complete and correct. If you think something is missing from the report, or you have any questions,

please call Member Services (phone numbers are printed on the back cover of this booklet). You can also choose to view your **Part D EOB** online instead of by mail. Please visit **kp.org/goinggreen** and sign on to learn more about choosing to view your **Part D EOB** securely online. Be sure to keep these reports. They are an important record of your drug expenses.

SECTION 4. For both Basic plans, during the deductible stage, you pay the full cost of your Part D drugs. There is no deductible for the High Option and both Standard Option plans

Section 4.1 For both Basic plans, you stay in the deductible stage until you have paid \$360 for your Part D drugs. For the High Option and both Standard Option plans, you do not pay a deductible for your Part D drugs

Basic Option and Basic Part B Only Option plan members

The Deductible Stage is the first payment stage for your drug coverage. This stage begins when you fill your first prescription in the year. When you are in this payment stage, you must pay the full cost of your drugs until you reach the plan's deductible amount, which is **\$360** for 2016.

- Your "**full cost**" is usually lower than the normal full price of the drug, since our plan has negotiated lower costs for most drugs.
- The "**deductible**" is the amount you must pay for your Part D prescription drugs before the plan begins to pay its share.

Once you have paid \$360 for your drugs, you leave the Deductible Stage and move on to the next drug payment stage, which is the Initial Coverage Stage.

High Option, Standard Option, and Standard Part B Only Option plan members

There is no deductible for High Option, Standard Option, and Standard Part B Only Option plan members. You begin in the Initial Coverage Stage when you fill your first prescription of the year. See Section 5 for information about your coverage in the Initial Coverage Stage.

SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share

Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription

During the Initial Coverage Stage, we pay our share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending upon the drug and where you fill your prescription.

Our plan has six cost-sharing tiers

Every drug on our plan's Drug List is in one of six cost-sharing tiers. In general, the higher the cost-sharing tier number, the higher your cost for the drug:

- Cost-sharing **Tier 1** for preferred generic drugs.
- Cost-sharing **Tier 2** for generic drugs.
- Cost-sharing **Tier 3** for preferred brand-name drugs.
- Cost-sharing **Tier 4** for nonpreferred brand-name drugs.
- Cost-sharing **Tier 5** for specialty-tier drugs.
- Cost-sharing **Tier 6** for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up in our plan's Drug List.

Your pharmacy choices

How much you pay for a drug depends upon whether you get the drug from:

- A network retail pharmacy that offers standard cost-sharing.
- A network retail pharmacy that offers preferred cost-sharing.
- A pharmacy that is not in our plan's network.
- Our plan's mail-order pharmacy.

For more information about these pharmacy choices and filling your prescriptions, see Chapter 5 in this booklet and our plan's **Pharmacy Directory**.

Generally, we will cover your prescriptions only if they are filled at one of our network pharmacies. Some of our network pharmacies also offer preferred cost-sharing. You may go to either network pharmacies that offer preferred cost-sharing or other network pharmacies that offer standard cost-sharing to receive your covered prescription drugs. Your costs may be less at pharmacies that offer preferred cost-sharing.

Section 5.2 A table that shows your costs for a one-month supply of a drug

During the Initial Coverage Stage, your share of the cost of a covered drug will be either a copayment or coinsurance.

- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

As shown in the table below, the amount of the copayment or coinsurance depends upon which cost-sharing tier your drug is in. **Please note:**

- If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.

- We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 5, Section 2.5, for information about when we will cover a prescription filled at an out-of-network pharmacy.

Your share of the cost when you get a one-month supply of a covered Part D prescription drug:

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
Tier 1 – Preferred generic drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				
• Standard Option or Standard Part B Only Option	\$10	\$7	\$7	\$10	\$10
• High Option	\$10	\$5	\$5	\$10	\$10
Tier 2 – Generic drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				
• High Option, Standard Option, or Standard Part B Only Option	\$20	\$15	\$15	\$20	\$20
Tier 3 – Preferred brand-name drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$47	\$42	\$42	\$47	\$47
Tier 4 – Nonpreferred brand-name drugs					
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.				
<ul style="list-style-type: none"> Standard Option or Standard Part B Only Option 	\$100	\$95	\$95	\$100	\$100
<ul style="list-style-type: none"> High Option 	\$100	\$80	\$80	\$100	\$100
Tier 5 – Specialty-tier drugs					
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.				
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	33% coinsurance.				

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
Tier 6 – Injectable Part D vaccines					
• Basic Option or Basic Part B Only Option	Mail-order is not available for drugs in Tier 6.	25%	Mail-order is not available for drugs in Tier 6.	25%	25%
• High Option, Standard Option, or Standard Part B Only Option	Mail-order is not available for drugs in Tier 6.	\$0	Mail-order is not available for drugs in Tier 6.	\$0	\$0

Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply

Typically, the amount you pay for a prescription drug covers a full month's supply of a covered drug. However your doctor can prescribe less than a month's supply of drugs. There may be times when you want to ask your doctor about prescribing less than a month's supply of a drug (for example, when you are trying a medication for the first time that is known to have serious side effects). If your doctor prescribes less than a full month's supply, you will not have to pay for the full month's supply for certain drugs.

The amount you pay when you get less than a full month's supply will depend on whether you are responsible for paying coinsurance (a percentage of the total cost) or a copayment (a flat dollar amount).

- If you are responsible for coinsurance, you pay a percentage of the total cost of the drug. You pay the same percentage regardless of whether the prescription is for a full month's supply or for fewer days. However, because the entire drug cost will be lower if you get less than a full month's supply, the amount you pay will be less.
- If you are responsible for a copayment for the drug, your copayment will be based on the number of days of the drug that you receive. We will calculate the amount you pay per day for

your drug (the "daily cost-sharing rate") and multiply it by the number of days of the drug you receive.

- ◆ Here's an example: Let's say the copayment for your drug for a full month's supply (a 30-day supply) is \$30. This means that the amount you pay per day for your drug is \$1. If you receive a 7 days' supply of the drug, your payment will be \$1 per day multiplied by 7 days, for a total payment of \$7.

Daily cost-sharing allows you to make sure a drug works for you before you have to pay for an entire month's supply. You can also ask your doctor to prescribe, and your pharmacist to dispense, less than a full month's supply of a drug or drugs, if this will help you better plan the refill date for different prescriptions so that you can take fewer trips to the pharmacy. The amount you pay will depend upon the days' supply you receive.

Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug

For some drugs, you can get a long-term supply (also called an "extended supply") when you fill your prescription. A long-term supply is up to a 90-day supply. (For details on where and how to get a long-term supply of a drug, see Chapter 5, Section 2.4.)

The table below shows what you pay when you get a long-term (up to a 90-day) supply of a drug.

Please note: If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.

Your share of the cost when you get a long-term supply of a covered Part D prescription drug:

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing
<i>Up to a 90-day supply</i>			
Tier 1–Preferred generic drugs			
• Basic Option or Basic Part B Only Option		25% coinsurance.	
• Standard Option or Standard Part B Only Option	\$30	\$21	\$0
• High Option	\$30	\$15	\$0
Tier 2–Generic drugs			
• Basic Option or Basic Part B Only Option		25% coinsurance.	

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing
<i>Up to a 90-day supply</i>			
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$60	\$45	\$30
Tier 3 – Preferred brand-name drugs (all plans)			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$141	\$126	\$84
Tier 4 – Nonpreferred brand-name drugs			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> Standard Option or Standard Part B Only Option 	\$300	\$285	\$190
<ul style="list-style-type: none"> High Option 	\$300	\$240	\$160
Tier 5 – Specialty-tier drugs			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	33% coinsurance.		
Tier 6 – Injectable Part D vaccines	A long-term supply is not available for drugs in Tier 6.		

Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,310

You stay in the Initial Coverage Stage until the total amount for the prescription drugs you have filled and refilled reaches the **\$3,310 limit for the Initial Coverage Stage**.

Your total drug cost is based on adding together what you have paid and what any Part D plan has paid:

- **What you have paid** for all the covered drugs you have gotten since you started with your first drug purchase of the year. (See Section 6.2 for more information about how Medicare calculates your out-of-pocket costs.) This includes:
 - ♦ The total you paid as your share of the cost for your drugs during the Initial Coverage Stage.
- **What our plan has paid** as its share of the cost for your drugs during the Initial Coverage Stage. (If you were enrolled in a different Part D plan at any time during 2016, the amount that plan paid during the Initial Coverage Stage also counts toward your total drug costs.)

The **Part D Explanation of Benefits (Part D EOB)** that we send to you will help you keep track of how much you and our plan, as well as any third parties, have spent on your behalf during the year. Many people do not reach the **\$3,310** limit in a year.

We will let you know if you reach this **\$3,310** amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Coverage Gap Stage.

SECTION 6. During the Coverage Gap Stage, you receive a discount on brand-name drugs and pay no more than 58% of the costs of generic drugs

Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$4,850

Brand-name drugs during the Coverage Gap Stage

When you are in the Coverage Gap Stage, **the Medicare Coverage Gap Discount Program provides manufacturer discounts on brand-name drugs for Tiers 3–5** (and Tier 6 for Basic Option or Basic Part B Only Option plan members). You pay 45% of the negotiated price and a portion of the dispensing fee for brand-name drugs. Both the amount you pay and the amount discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them, and move you through the coverage gap. Note: For Standard Option or Standard Part B Only Option plan members, there is no charge for Tier 6 vaccines during the Coverage Gap Stage.

Generic drugs for Standard or Basic Option or Standard or Basic Part B Only Option plan members during the Coverage Gap Stage

For members enrolled in one of our Standard or Basic plans, you also receive some coverage for generic drugs during the Coverage Gap Stage. You pay no more than 58% of the cost for generic drugs and our plan pays the rest. For generic drugs, the amount paid by our plan (42%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap.

Generic drugs and vaccines for High Option plan members during the Coverage Gap Stage

For members enrolled in the High Option plan, you also receive coverage of generic drugs and injectable Part D vaccines during the Coverage Gap Stage. You pay either the copayments listed in the chart below or 58% of the costs of generic drugs, whichever is lower, until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2016, that amount is **\$4,850**.

Cost-sharing tier for High Option	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
Tier 1 – Preferred generic drugs	\$10 for up to a 30-day supply, or \$30 for up to a 90-day supply.	\$5 for up to a 30-day supply, or \$15 for up to a 90-day supply.	\$5 for up to a 30-day supply, or \$0 for up to a 90-day supply.	\$10 for up to a 31-day supply.	\$10 for up to a 30-day supply.
Tier 2 – Generic drugs	\$20 for up to a 30-day supply, or \$60 for up to a 90-day supply.	\$15 for up to a 30-day supply, or \$45 for up to a 90-day supply.	\$15 for up to a 30-day supply, or \$30 for up to a 90-day supply.	\$20 for up to a 31-day supply.	\$20 for up to a 30-day supply.
Tier 6 – Injectable Part D vaccines	Mail-order is not available for drugs in Tier 6.	\$0	Mail-order is not available for drugs in Tier 6.	\$0	\$0

You continue paying the discounted price for brand-name drugs and no more than 58% of the costs of generic drugs until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2016, that amount is **\$4,850**.

Medicare has rules about what counts and what does *not* count as your out-of-pocket costs. When you reach an out-of-pocket limit of **\$4,850**, you leave the Coverage Gap Stage and move on to the Catastrophic Coverage Stage.

Section 6.2 How Medicare calculates your out-of-pocket costs for prescription drugs

Here are Medicare's rules that we must follow when we keep track of your out-of-pocket costs for your drugs.

These payments are included in your out-of-pocket costs

When you add up your out-of-pocket costs, you can include the payments listed below (as long as they are for Part D covered drugs and you followed the rules for drug coverage that are explained in Chapter 5 of this booklet):

- The amount you pay for drugs when you are in any of the following drug payment stages:
 - ♦ The Deductible Stage.
 - ♦ The Initial Coverage Stage.
 - ♦ The Coverage Gap Stage.
- Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan.

It matters who pays:

- If you make these payments yourself, they are included in your out-of-pocket costs.
- These payments are also included if they are made on your behalf by certain other individuals or organizations. This includes payments for your drugs made by a friend or relative, by most charities, by AIDS drug assistance programs, by a State Pharmaceutical Assistance Program that is qualified by Medicare, or by the Indian Health Service. Payments made by Medicare's "Extra Help" Program are also included.
- Some of the payments made by the Medicare Coverage Gap Discount Program are included. The amount the manufacturer pays for your brand-name drugs is included. But the amount our plan pays for your generic drugs is not included.

Moving on to the Catastrophic Coverage Stage:

When you (or those paying on your behalf) have spent a total of **\$4,850** in out-of-pocket costs within the calendar year, you will move from the Coverage Gap Stage to the Catastrophic Coverage Stage.

These payments are not included in your out-of-pocket costs

When you add up your out-of-pocket costs, you are **not** allowed to include any of these types of payments for prescription drugs:

- The amount you pay for your monthly premium.
- Drugs you buy outside the United States and its territories.
- Drugs that are not covered by our plan.
- Drugs you get at an out-of-network pharmacy that do not meet our plan's requirements for out-of-network coverage.

- Non-Part D drugs, including prescription drugs covered by Part A or Part B and other drugs excluded from coverage by Medicare.
- Payments made by our plan for your brand or generic drugs while in the Coverage Gap.
- Payments for your drugs that are made by group health plans, including employer health plans.
- Payments for your drugs that are made by certain insurance plans and government-funded health programs, such as TRICARE and the Veterans Administration.
- Payments for your drugs made by a third party with a legal obligation to pay for prescription costs (for example, Workers' Compensation).

Reminder: If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan. Call Member Services to let us know (phone numbers are printed on the back cover of this booklet).

How can you keep track of your out-of-pocket total?

- **We will help you.** The **Part D Explanation of Benefits (Part D EOB)** report we send to you includes the current amount of your out-of-pocket costs (Section 3 in this chapter tells you about this report). When you reach a total of **\$4,850** in out-of-pocket costs for the year, this report will tell you that you have left the Coverage Gap Stage and have moved on to the Catastrophic Coverage Stage.
- **Make sure we have the information we need.** Section 3.2 tells you what you can do to help make sure that our records of what you have spent are complete and up-to-date.

SECTION 7. During the Catastrophic Coverage Stage, we pay most of the cost for your drugs

Section 7.1 Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the **\$4,850** limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will stay in this payment stage until the end of the calendar year. During this stage, we will pay most of the cost for your drugs.

You pay **5% coinsurance** for all Medicare Part D drugs except for Tier 6 vaccines for **High Option, Standard Option, or Standard Part B Only Option** plan members who pay nothing for injectable Medicare Part D vaccines in this stage. We will pay the rest.

SECTION 8. What you pay for vaccinations covered by Part D depends upon how and where you get them

Section 8.1 Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine

Our plan provides coverage of a number of Part D vaccines. We also cover vaccines that are considered medical benefits. You can find out about coverage of these vaccines by going to the Medical Benefits Chart in Chapter 4, Section 2.1.

There are two parts to our coverage of Part D vaccinations:

- The first part of coverage is the cost of the vaccine medication itself. The vaccine is a prescription medication.
- The second part of coverage is for the cost of giving you the vaccine. (This is sometimes called the "administration" of the vaccine.)

What do you pay for a Part D vaccination?

What you pay for a Part D vaccination depends upon three things:

- 1. The type of vaccine** (what you are being vaccinated for).
 - ♦ Some vaccines are considered medical benefits. You can find out about your coverage of these vaccines by going to Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."
 - ♦ Other vaccines are considered Part D drugs. You can find these vaccines listed in our **Kaiser Permanente 2016 Comprehensive Formulary**.
- 2. Where you get the vaccine medication.**
- 3. Who gives you the vaccine.**

What you pay at the time you get the Part D vaccination can vary depending upon the circumstances. For example:

- ♦ Sometimes when you get your vaccine, you will have to pay the entire cost for both the vaccine medication and for getting the vaccine. You can ask us to pay you back for our share of the cost.
- ♦ Other times, when you get the vaccine medication or the vaccine, you will pay only your share of the cost.

To show how this works, here are three common ways you might get a Part D vaccine. Remember, if you are a Basic Option or Basic Option with B Only plan member, you are responsible for some of the costs associated with vaccines (including their administration) during the Coverage Gap Stage of your benefit.

Situation 1:

- You buy the Part D vaccine at the pharmacy and you get your vaccine at the network pharmacy. (Whether you have this choice depends upon where you live. Some states do not allow pharmacies to administer a vaccination.)
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine and the cost of giving you the vaccine.
 - ◆ Our plan will pay the remainder of the costs.

Situation 2:

- You get the Part D vaccination at your doctor's office.
 - ◆ When you get the vaccination, you will pay for the entire cost of the vaccine and its administration.
 - ◆ You can then ask us to pay our share of the cost by using the procedures that are described in Chapter 7 of this booklet ("Asking us to pay our share of a bill you have received for covered medical services or drugs").
 - ◆ You will be reimbursed the amount you paid less your normal copayment for the vaccine (including administration) less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

Situation 3:

- You buy the Part D vaccine at your pharmacy, and then take it to your doctor's office where they give you the vaccine.
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine itself.
 - ◆ When your doctor gives you the vaccine, you will pay the entire cost for this service. You can then ask us to pay our share of the cost by using the procedures described in Chapter 7 of this booklet.
 - ◆ You will be reimbursed the amount charged by the doctor for administering the vaccine less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

IMPORTANT NOTE: When you receive a covered injectable Part D vaccine at a Kaiser Permanente network medical office or injection clinic, **you will not be charged at the time of your visit.** Instead, we will send you a bill for the applicable cost-sharing for the Part D vaccine and vaccine administration.

Section 8.2 You may want to call Member Services before you get a vaccination

The rules for coverage of vaccinations are complicated. We are here to help. We recommend that you first call Member Services whenever you are planning to get a vaccination. Phone numbers for Member Services are printed on the back cover of this booklet.

- We can tell you about how your vaccination is covered by our plan and explain your share of the cost.

- We can tell you how to keep your own cost down by using providers and pharmacies in our network.
- If you are not able to use a network provider and pharmacy, we can tell you what you need to do to get payment from us for our share of the cost.

SECTION 9. Do you have to pay the Part D "late enrollment penalty"?

Section 9.1 What is the Part D "late enrollment penalty"?

Note: If you receive "Extra Help" from Medicare to pay for your prescription drugs, you will not pay a late enrollment penalty.

The late enrollment penalty is an amount that is added to your Part D premium. You may owe a late enrollment penalty if at any time after your initial enrollment period is over, there is a period of 63 days or more in a row when you did not have Part D or other creditable prescription drug coverage. "Creditable prescription drug coverage" is coverage that meets Medicare's minimum standards since it is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. The amount of the penalty depends upon how long you waited to enroll in a creditable prescription drug coverage plan anytime after the end of your initial enrollment period or how many full calendar months you went without creditable prescription drug coverage. You will have to pay this penalty for as long as you have Part D coverage.

The late enrollment penalty is added to your monthly premium. When you first enroll in our plan, we let you know the amount of the penalty.

Your late enrollment penalty is considered part of your plan premium. If you do not pay your late enrollment penalty, you could lose your prescription drug benefits for failure to pay your plan premium.

Section 9.2 How much is the Part D late enrollment penalty?

Medicare determines the amount of the penalty. Here is how it works:

- First count the number of full months that you delayed enrolling in a Medicare drug plan, after you were eligible to enroll. Or count the number of full months in which you did not have creditable prescription drug coverage, if the break in coverage was 63 days or more. The penalty is 1% for every month that you didn't have creditable coverage. For example, if you go 14 months without coverage, the penalty will be 14%.
- Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2016, this average premium amount is \$34.10.
- To calculate your monthly penalty, you multiply the penalty percentage and the average monthly premium, and then round it to the nearest 10 cents. In the example here, it would be 14% times \$34.10, which equals \$4.77. This rounds to \$4.80. This amount would be added to the monthly premium for someone with a late enrollment penalty.

There are three important things to note about this monthly late enrollment penalty:

- First, the penalty may change each year because the average monthly premium can change each year. If the national average premium (as determined by Medicare) increases, your penalty will increase.
- Second, you will continue to pay a penalty every month for as long as you are enrolled in a plan that has Medicare Part D drug benefits.
- Third, if you are under 65 and currently receiving Medicare benefits, the late enrollment penalty will reset when you turn 65. After age 65, your late enrollment penalty will be based only on the months that you don't have coverage after your initial enrollment period for aging into Medicare.

Section 9.3 In some situations, you can enroll late and not have to pay the penalty

Even if you have delayed enrolling in a plan offering Medicare Part D coverage when you were first eligible, sometimes you do not have to pay the late enrollment penalty.

You will not have to pay a penalty for late enrollment if you are in any of these situations:

- If you already have prescription drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. Medicare calls this "creditable drug coverage." **Please note:**
 - ♦ Creditable coverage could include drug coverage from a former employer or union, TRICARE, or the Department of Veterans Affairs. Your insurer or your human resources department will tell you each year if your drug coverage is creditable coverage. This information may be sent to you in a letter or included in a newsletter from the plan. Keep this information because you may need it if you join a Medicare drug plan later. Please note: If you receive a "certificate of creditable coverage" when your health coverage ends, it may not mean your prescription drug coverage was creditable. The notice must state that you had "creditable" prescription drug coverage that expected to pay as much as Medicare's standard prescription drug plan pays.
 - ♦ The following are not creditable prescription drug coverage: prescription drug discount cards, free clinics, and drug discount websites.
 - ♦ For additional information about creditable coverage, please look in your **Medicare & You** 2016 handbook or call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users call **1-877-486-2048**. You can call these numbers for free, 24 hours a day, 7 days a week.
- If you were without creditable coverage, but you were without it for less than 63 days in a row.
- If you are receiving "Extra Help" from Medicare.

Section 9.4 What can you do if you disagree about your late enrollment penalty?

If you disagree about your late enrollment penalty, you or your representative can ask for a review of the decision about your late enrollment penalty. Generally, you must request this review within 60 days from the date on the letter you receive stating you have to pay a late enrollment penalty. Call Member Services to find out more about how to do this (phone numbers are printed on the back cover of this booklet).

Important: Do not stop paying your late enrollment penalty while you're waiting for a review of the decision about your late enrollment penalty. If you do, you could be disenrolled for failure to pay your plan premiums.

SECTION 10. Do you have to pay an extra Part D amount because of your income?

Section 10.1 Who pays an extra Part D amount because of income?

Most people pay a standard monthly Part D premium. However, some people pay an extra amount because of their yearly income. If your income is \$85,000 or above for an individual (or married individuals filing separately) or \$170,000 or above for married couples, **you must pay an extra amount directly to the government** for your Medicare Part D coverage.

If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be and how to pay it. The extra amount will be withheld from your Social Security, Railroad Retirement Board, or Office of Personnel Management benefit check, no matter how you usually pay your plan premium, unless your monthly benefit isn't enough to cover the extra amount owed. If your benefit check isn't enough to cover the extra amount, you will get a bill from Medicare. You must pay the extra amount to the government. It cannot be paid with your monthly plan premium.

Section 10.2 How much is the extra Part D amount?

If your modified adjusted gross income (MAGI) as reported on your IRS tax return is above a certain amount, you will pay an extra amount in addition to your monthly plan premium. The chart below shows the extra amount based on your income.

If you filed an individual tax return and your income in 2014 was:	If you were married but filed a separate tax return and your income in 2014 was:	If you filed a joint tax return and your income in 2014 was:	This is the monthly cost of your extra Part D amount (to be paid in addition to your plan premium)
Equal to or less than \$85,000	Equal to or less than \$85,000	Equal to or less than \$170,000	\$0
Greater than \$85,000 and less than or equal to \$107,000		Greater than \$170,000 and less than or equal to \$214,000	\$12.70
Greater than \$107,000 and less than or equal to \$160,000		Greater than \$214,000 and less than or equal to \$320,000	\$32.80
Greater than \$160,000 and less than or equal to \$214,000	Greater than \$85,000 and less than or equal to \$129,000	Greater than \$320,000 and less than or equal to \$428,000	\$52.80
Greater than \$214,000	Greater than \$129,000	Greater than \$428,000	\$72.90

Section 10.3 What can you do if you disagree about paying an extra Part D amount?

If you disagree about paying an extra amount because of your income, you can ask Social Security to review the decision. To find out more about how to do this, contact Social Security at **1-800-772-1213** (TTY **1-800-325-0778**).

Section 10.4 What happens if you do not pay the extra Part D amount?

The extra amount is paid directly to the government (not your Medicare plan) for your Medicare Part D coverage. If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.

CHAPTER 7. Asking us to pay our share of a bill you have received for covered medical services or drugs

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services or drugs 147

Section 1.1 If you pay our share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment..... 147

SECTION 2. How to ask us to pay you back or to pay a bill you have received 149

Section 2.1 How and where to send us your request for payment 149

SECTION 3. We will consider your request for payment and say yes or no 150

Section 3.1 We check to see whether we should cover the service or drug and how much we owe..... 150

Section 3.2 If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal 150

SECTION 4. Other situations in which you should save your receipts and send copies to us 151

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs..... 151

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services or drugs

Section 1.1 If you pay our share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment

Sometimes when you get medical care or a prescription drug, you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of our plan. In either case, you can ask us to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services or drugs that are covered by our plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask us to pay you back or to pay a bill you have received:

When you've received emergency or urgently needed medical care from a provider who is not in our network

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill our plan for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
 - ◆ If the provider is owed anything, we will pay the provider directly.
 - ◆ If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.

When a network provider sends you a bill you think you should not pay

Network providers should always bill us directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service, and even if there is a dispute and we don't pay certain provider charges. For more information about "balance billing," go to Chapter 4, Section 1.3.

- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under our plan.

If you are retroactively enrolled in our plan

Sometimes a person's enrollment in our plan is retroactive. ("Retroactive" means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services or drugs after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

- Please call Member Services for additional information about how to ask us to pay you back and deadlines for making your request. Phone numbers for Member Services are printed on the back cover of this booklet.

When you use an out-of-network pharmacy to get a prescription filled

If you go to an out-of-network pharmacy and try to use your membership card to fill a prescription, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription. We cover prescriptions filled at out-of-network pharmacies only in a few special situations. Please go to Chapter 5, Section 2.5, to learn more.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription because you don't have your plan membership card with you

If you do not have your plan membership card with you, you can ask the pharmacy to call us or to look up your plan enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription in other situations

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

- For example, the drug may not be on our **Kaiser Permanente 2016 Comprehensive Formulary**; or it could have a requirement or restriction that you didn't know about or don't think should apply to you. If you decide to get the drug immediately, you may need to pay the full cost for it.

- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

When you pay copayments under a drug manufacturer patient assistance program

If you get help from, and pay copayments under, a drug manufacturer patient assistance program outside our plan's benefit, you may submit a paper claim to have your out-of-pocket expense count toward qualifying you for catastrophic coverage. Save your receipt and send a copy to us.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. Chapter 9 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has information about how to make an appeal.

SECTION 2. How to ask us to pay you back or to pay a bill you have received

Section 2.1 How and where to send us your request for payment

Send us your request for payment, along with your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website (**kp.org**) or call Member Services and ask for the form. Phone numbers for Member Services are printed on the back cover of this booklet.

Mail your request for payment together with any bills or receipts to us at this address:

Kaiser Permanente
Attn: Member Services
2101 East Jefferson Street
Rockville, MD 20852

You must submit your claim to us within 365 days after service date.

Contact Member Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3. We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the service or drug and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care or drug is covered and you followed all the rules for getting the care or drug, we will pay for our share of the cost. If you have already paid for the service or drug, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service or drug yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered. Chapter 5 explains the rules you need to follow for getting your Part D prescription drugs covered.)
- If we decide that the medical care or drug is not covered, or you did not follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details about how to make this appeal, go to Chapter 9 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." The appeals process is a detailed legal process with complicated procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of Chapter 9. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives you definitions of terms such as "appeal." Then, after you have read Section 4, you can go to the section in Chapter 9 that tells you what to do for your situation:

- If you want to make an appeal about getting paid back for a medical service, go to Section 5.3 in Chapter 9.
- If you want to make an appeal about getting paid back for a drug, go to Section 6.5 of Chapter 9.

SECTION 4. Other situations in which you should save your receipts and send copies to us

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs

There are some situations when you should let us know about payments you have made for your drugs. In these cases, you are not asking us for payment. Instead, you are telling us about your payments so that we can calculate your out-of-pocket costs correctly. This may help you to qualify for the Catastrophic Coverage Stage more quickly.

Here are two situations when you should send us copies of receipts to let us know about payments you have made for your drugs:

1. When you buy the drug for a price that is lower than our price

Sometimes when you are in the Coverage Gap Stage, you can buy your drug at a network pharmacy for a price that is lower than our price.

- For example, a pharmacy might offer a special price on the drug. Or you may have a discount card that is outside our benefit that offers a lower price.
- Unless special conditions apply, you must use a network pharmacy in these situations and your drug must be on our Drug List.
- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** If you are in the Coverage Gap Stage, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

2. When you get a drug through a patient assistance program offered by a drug manufacturer

Some members are enrolled in a patient assistance program offered by a drug manufacturer that is outside our plan benefits. If you get any drugs through a program offered by a drug manufacturer, you may pay a copayment to the patient assistance program.

- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** Because you are getting your drug through the patient assistance program and not through our plan's benefits, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

Since you are not asking for payment in the cases described above, these situations are not considered coverage decisions. Therefore, you cannot make an appeal if you disagree with our decision.

CHAPTER 8. Your rights and responsibilities

SECTION 1. We must honor your rights as a member of our plan	153
Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)	153
Section 1.2 We must treat you with fairness and respect at all times	153
Section 1.3 We must ensure that you get timely access to your covered services and drugs	153
Section 1.4 We must protect the privacy of your personal health information.....	154
Section 1.5 We must give you information about our plan, our network of providers, and your covered services	155
Section 1.6 We must support your right to make decisions about your care	156
Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made	158
Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?	158
Section 1.9 How to get more information about your rights.....	159
Section 1.10 Information about new technology assessments	159
SECTION 2. You have some responsibilities as a member of our plan.....	159
Section 2.1 What are your responsibilities?	159

SECTION 1. We must honor your rights as a member of our plan

Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)

To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

Our plan has people and free language interpreter services available to answer questions from non-English-speaking members. We can also give you information in Braille or large print, if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about our plan's benefits that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call **1-877-486-2048**.

Section 1.2 We must treat you with fairness and respect at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. We do not discriminate based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** (TTY **1-800-537-7697**) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

Section 1.3 We must ensure that you get timely access to your covered services and drugs

As a member of our plan, you have the right to choose a primary care provider (PCP) in our network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Member Services to learn which doctors are accepting new patients (phone numbers are printed on the back cover of this booklet). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral, as well as other primary care providers described in Chapter 3, Section 2.2.

As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care. You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.

If you think that you are not getting your medical care or Part D drugs within a reasonable amount of time, Chapter 9, Section 10, of this booklet tells you what you can do. (If we have denied coverage for your medical care or drugs and you don't agree with our decision, Chapter 9, Section 4, tells you what you can do.)

Section 1.4 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in our plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "Notice of Privacy Practices," that tells you about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, we are required to get written permission from you first. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - ◆ For example, we are required to release health information to government agencies that are checking on quality of care.
 - ◆ Because you are a member of our plan through Medicare, we are required to give Medicare your health information, including information about your Part D prescription drugs. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held by our plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.5 We must give you information about our plan, our network of providers, and your covered services

As a member of our plan, you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in Braille or in large print.)

If you want any of the following kinds of information, please call Member Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about our plan's financial condition. It also includes information about the number of appeals made by members and our plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our network providers, including our network pharmacies.**
 - ◆ For example, you have the right to get information from us about the qualifications of the providers in our network and how we pay the providers in our network.
 - ◆ For a list of the providers in our network, see the **Provider Directory**.
 - ◆ For a list of the pharmacies in our network, see the **Pharmacy Directory**.
 - ◆ For more detailed information about our providers or pharmacies, you can call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at kp.org/directory.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - ◆ In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - ◆ To get the details about your Part D prescription drug coverage, see Chapters 5 and 6 of this booklet plus our plan's Drug List. These chapters, together with the Drug List, tell you what drugs are covered and explain the rules you must follow and the restrictions to your coverage for certain drugs.
 - ◆ If you have questions about the rules or restrictions, please call Member Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - ◆ If a medical service or Part D drug is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service or drug from an out-of-network provider or pharmacy.

- ◆ If you are not happy or if you disagree with a decision we make about what medical care or Part D drug is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 9 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 9 also tells you about how to make a complaint about quality of care, waiting times, and other concerns.)
- ◆ If you want to ask us to pay our share of a bill you have received for medical care or a Part D prescription drug, see Chapter 7 of this booklet.

Section 1.6 We must support your right to make decisions about your care

You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices in a way that you can understand.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan. It also includes being told about programs our plan offers to help members manage their medications and use drugs safely.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say "no."** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. You also have the right to stop taking your medication. Of course, if you refuse treatment or stop taking a medication, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 9 of this booklet tells you how to ask us for a coverage decision.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can:

- Fill out a written form to give someone the legal authority to make medical decisions for you if you ever become unable to make decisions for yourself.
- Give your doctors written instructions about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "**advance directives**." There are different types of advance directives and different names for them. Documents called "**living will**" and "**power of attorney for health care**" are examples of advance directives.

If you want to use an "advance directive" to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. You can also contact Member Services to ask for the forms (phone numbers are printed on the back cover of this booklet).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, take a copy with you to the hospital.

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

District of Columbia Residents: Delmarva Foundation of the District of Columbia 924 Centreville Road Easton, MD 21601	Maryland Residents: Maryland Insurance Administration Consumer Complaint Investigation 200 St. Paul Place, Suite 2700 Baltimore, MD 21202	Virginia Residents: State Corporation Commission Virginia Bureau of Insurance P.O. Box 1157 Richmond, VA 23218
---	--	---

Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 9 of this booklet tells you what you can do. It gives you the details about how to deal with all types of problems and complaints.

What you need to do to follow up on a problem or concern depends upon the situation. You might need to ask us to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do—ask for a coverage decision, make an appeal, or make a complaint—we are required to treat you fairly.

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** or TTY **1-800-537-7697**, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, and it's not about discrimination, you can get help dealing with the problem you are having:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.9 How to get more information about your rights

There are several places where you can get more information about your rights:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact Medicare:
 - ♦ You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at <http://www.medicare.gov/Pubs/pdf/11534.pdf>.)
 - ♦ Or you can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.10 Information about new technology assessments

Rapidly changing technology affects health care and medicine as much as any other industry. To determine whether a new drug or other medical development has long-term benefits, our plan carefully monitors and evaluates new technologies for inclusion as covered benefits. These technologies include medical procedures, medical devices, and new drugs.

SECTION 2. You have some responsibilities as a member of our plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of our plan are listed below. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this **Evidence of Coverage** booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - ♦ Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
 - ♦ Chapters 5 and 6 give the details about your coverage for Part D prescription drugs.
- **If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.** Please call Member Services to let us know (phone numbers are printed on the back cover of this booklet).
 - ♦ We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is

called "coordination of benefits" because it involves coordinating the health and drug benefits you get from us with any other health and drug benefits available to you. We'll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)

- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care or Part D prescription drugs.
 - ◆ Notifying out-of-network providers when seeking care (unless it is an emergency) that although you are enrolled in our plan, the provider should bill Original Medicare. You should present your membership card and your Medicare card.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - ◆ To help your doctors and other health care providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.
 - ◆ Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
 - ◆ If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - ◆ You must pay your plan premiums to continue being a member of our plan (see Chapter 1, Section 4.1).
 - ◆ In order to be eligible for our plan, you must have Medicare Part B (or both Part A and Part B). For that reason, some plan members must pay a premium for Medicare Part A and most plan members must pay a premium for Medicare Part B to remain a member of our plan.
 - ◆ For most of your medical services or drugs covered by our plan, you must pay your share of the cost when you get the service or drug. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 4 tells you what you must pay for your medical services. Chapter 6 tells you what you must pay for your Part D prescription drugs.
 - ◆ If you get any medical services or drugs that are not covered by our plan or by other insurance you may have, you must pay the full cost.
 - ◆ If you disagree with our decision to deny coverage for a service or drug, you can make an appeal. Please see Chapter 9 of this booklet for information about how to make an appeal.
 - ◆ If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.

- ◆ If you are required to pay the extra amount for Part D because of your yearly income, you must pay the extra amount directly to the government to keep your prescription drug coverage.
- **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Member Services (phone numbers are printed on the back cover of this booklet).
 - ◆ If you move outside of our plan service area, you cannot remain a member of our plan. (Chapter 1 tells you about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a special enrollment period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
 - ◆ If you move within our service area, we still need to know so we can keep your membership record up-to-date and know how to contact you.
 - ◆ If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
- **Call Member Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
 - ◆ Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
 - ◆ For more information about how to reach us, including our mailing address, please see Chapter 2.

**CHAPTER 9. What to do if you have a problem or complaint
(coverage decisions, appeals, and complaints)**

Background 165

SECTION 1. Introduction 165

Section 1.1 What to do if you have a problem or concern 165

Section 1.2 What about the legal terms? 165

SECTION 2. You can get help from government organizations that are not connected with us 166

Section 2.1 Where to get more information and personalized assistance 166

SECTION 3. To deal with your problem, which process should you use?..... 166

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints? 166

Coverage decisions and appeals 167

SECTION 4. A guide to the basics of coverage decisions and appeals 167

Section 4.1 Asking for coverage decisions and making appeals—*The big picture* 167

Section 4.2 How to get help when you are asking for a coverage decision or making an appeal 168

Section 4.3 Which section of this chapter gives the details for your situation? 169

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal 169

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care 170

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want) 171

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan) 174

Section 5.4 Step-by-step: How a Level 2 Appeal is done 176

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care? 178

SECTION 6. Your Part D prescription drugs: How to ask for a coverage decision or make an appeal	179
Section 6.1 This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug	179
Section 6.2 What is an exception?	181
Section 6.3 Important things to know about asking for exceptions	182
Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception.....	183
Section 6.5 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a coverage decision made by our plan)	186
Section 6.6 Step-by-step: How to make a Level 2 Appeal.....	188
SECTION 7. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.....	190
Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights	190
Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date	191
Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date	194
Section 7.4 What if you miss the deadline for making your Level 1 Appeal?.....	195
SECTION 8. How to ask us to keep covering certain medical services if you think your coverage is ending too soon.....	197
Section 8.1 <i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services	197
Section 8.2 We will tell you in advance when your coverage will be ending.....	198
Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time.....	198
Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time.....	200
Section 8.5 What if you miss the deadline for making your Level 1 Appeal?.....	201
SECTION 9. Taking your appeal to Level 3 and beyond	204
Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals.....	204
Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals	205

Making complaints

207

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns..... 207

Section 10.1 What kinds of problems are handled by the complaint process?..... 207

Section 10.2 The formal name for "making a complaint" is "filing a grievance" 208

Section 10.3 Step-by-step: Making a complaint..... 209

Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization..... 210

Section 10.5 You can also tell Medicare about your complaint 210

Background

SECTION 1. Introduction

Section 1.1 What to do if you have a problem or concern

This chapter explains two types of processes for handling problems and concerns:

- For some types of problems, you need to use the process for coverage decisions and appeals.
- For other types of problems, you need to use the process for making complaints.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by you and us.

Which one do you use?

That depends upon the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says "making a complaint" rather than "filing a grievance," "coverage decision" rather than "organization determination" or "coverage determination," and "Independent Review Organization" instead of "Independent Review Entity." It also uses abbreviations as little as possible.

However, it can be helpful, and sometimes quite important, for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2. You can get help from government organizations that are not connected with us

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations, you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3, of this booklet.

You can also get help and information from Medicare

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- You can visit the Medicare website (<http://www.medicare.gov>).

SECTION 3. To deal with your problem, which process should you use?

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help you with your specific problem or concern, *START HERE*:

Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care or prescription drugs are covered or not, the way in which they are covered, and problems related to payment for medical care or prescription drugs.)

- **Yes, my problem is about benefits or coverage:**

Go to the next section in this chapter, Section 4: "A guide to the basics of coverage decisions and appeals."

- **No, my problem is not about benefits or coverage:**

Skip ahead to Section 10 at the end of this chapter: "How to make a complaint about quality of care, waiting times, customer service, or other concerns."

Coverage decisions and appeals

SECTION 4. A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals—*The big picture*

The process for coverage decisions and appeals deals with problems related to your benefits and coverage for medical services and prescription drugs, including problems related to payment. This is the process you use for issues such as whether something is covered or not, and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or drugs. For example, your network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision, if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a service or drug is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision.

If we say *no* to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

Section 4.2 How to get help when you are asking for a coverage decision or making an appeal

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call Member Services** (phone numbers are printed on the back cover of this booklet).
- To get free help from an independent organization that is not connected with our plan, **contact your State Health Insurance Assistance Program** (see Section 2 in this chapter).
- **Your doctor can make a request for you.**
 - ◆ For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
 - ◆ For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 or Level 2 Appeal on your behalf. To request any appeal after Level 2, your doctor or other prescriber must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your "representative" to ask for a coverage decision or make an appeal.
 - ◆ There may be someone who is already legally authorized to act as your representative under state law.
 - ◆ If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. (The form is also

available on Medicare's website at

<http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>.) The form gives that person permission to act on your behalf. It must be signed by you and by the person whom you would like to act on your behalf. You must give us a copy of the signed form.

- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, you are not required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

Section 4.3 Which section of this chapter gives the details for your situation?

There are four different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- Section 5 in this chapter: "Your medical care: How to ask for a coverage decision or make an appeal."
- Section 6 in this chapter: "Your Part D prescription drugs: How to ask for a coverage decision or make an appeal."
- Section 7 in this chapter: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- Section 8 in this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (applies to these services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services).

If you're not sure which section you should be using, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)." To keep things simple, we generally refer to "medical care coverage" or "medical care" in the rest of this section, instead of repeating "medical care or treatment or services" every time.

If you have a complaint about a bill when you receive care from an out-of-network provider, the appeals process described will not apply, unless you were directed to go to an out-of-network provider by the plan or one of the network providers for care covered by our plan (for example, an authorized referral).

You should refer to the notice of the service (called the "Medicare Summary Notice") you receive from Original Medicare. The Medicare Summary Notice provides information on how to appeal a decision made by Original Medicare.

This section tells you what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. We will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by our plan.
3. You have received medical care or services that you believe should be covered by our plan, but we have said we will not pay for this care.
4. You have received and paid for medical care or services that you believe should be covered by our plan, and you want to ask us to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.

Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:

- **Chapter 9, Section 7:** "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- **Chapter 9, Section 8:** "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.

For all other situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you want to find out whether we will cover the medical care or services you want?	You can ask us to make a coverage decision for you. Go to the next section in this chapter, Section 5.2 .
Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for?	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 5.3 in this chapter.
Do you want to ask us to pay you back for medical care or services you have already received and paid for?	You can send us the bill. Skip ahead to Section 5.5 in this chapter.

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want)

Legal Terms
When a coverage decision involves your medical care, it is called an " organization determination ."

Step 1: You ask us to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a "fast coverage decision."

Legal Terms
A "fast coverage decision" is called an " expedited determination ."

How to request coverage for the medical care you want

- Start by calling, writing, or faxing us to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days after we receive your request.**

- However, we can take up to 14 more calendar days if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)

If your health requires it, ask us to give you a "fast coverage decision"

- **A fast coverage decision means we will answer within 72 hours.**
 - ◆ However, we can take up to 14 more calendar days if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for coverage for medical care you have not yet received. (You cannot get a fast coverage decision if your request is about payment for medical care you have already received.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor tells us that your health requires a "fast coverage decision," we will automatically agree to give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor's support, we will decide whether your health requires that we give you a fast coverage decision.**
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a "fast coverage decision"

- Generally, for a fast coverage decision, we will give you our answer **within 72 hours**.
 - ♦ As explained above, **we can take up to 14 more calendar days** under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a detailed written explanation as to why we said no.

Deadlines for a "standard coverage decision"

- Generally, for a standard coverage decision, we will give you our answer **within 14 calendar days of receiving your request**.
 - ♦ We can take up to 14 more calendar days ("an extended time period") under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 14 calendar days after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no.

Step 3: If we say *no* to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say *no*, you have the right to ask us to reconsider, and perhaps change this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)

Legal Terms

An appeal to our plan about a medical care coverage decision is called a plan "**reconsideration**."

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start an appeal, you, your doctor, or your representative must contact us.** For details about how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
 - ♦ If you have someone appealing our decision for you other than your doctor, your appeal must include an "Appointment of Representative" form authorizing this person to represent you. To get the form, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. It is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>. While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision.
- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision.

If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.

- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
 - ◆ If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal" (you can make a request by calling us)

Legal Terms
A "fast appeal" is also called an " expedited reconsideration. "

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a "fast appeal."
- The requirements and procedures for getting a "fast appeal" are the same as those for getting a "fast coverage decision." To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a "fast appeal," we will give you a fast appeal.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said *no* to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a "fast appeal"

- When we are using the fast deadlines, we must give you our answer **within 72 hours** after we receive your appeal. We will give you our answer sooner if your health requires us to do so.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**. If we decide to take extra days to make the decision, we will tell you in writing.
 - ◆ If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.

- **If our answer is *yes* to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is *no* to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ◆ If we do not give you an answer by the deadline above, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- If our answer is *no* to part or all of what you requested, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Step 3: If our plan says *no* to part or all of your appeal, your case will automatically be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said *no* to your appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

Section 5.4 Step-by-step: How a Level 2 Appeal is done

If we say *no* to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the "**Independent Review Entity**." It is sometimes called the "**IRE**."

Step 1: The Independent Review Organization reviews your appeal.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- We will send the information about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

If you had a "fast appeal" at Level 1, you will also have a "fast appeal" at Level 2

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 72 hours of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

If you had a "standard appeal" at Level 1, you will also have a "standard appeal" at Level 2

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 30 calendar days of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

Step 2: The Independent Review Organization gives you their answer.

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- If the review organization says **yes** to part or all of what you requested, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization.
- If this organization says **no** to part or all of your appeal, it means they agree with us that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision." It is also called "turning down your appeal.")
 - ♦ If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the

Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you got after your Level 2 Appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading Chapter 7 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." Chapter 7 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells you how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 4.1 in this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service; see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)." We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: "Using our plan's coverage for your medical services").

We will say *yes* or *no* to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or if you haven't paid for the services, we will send the payment directly to the provider. (When we send the payment, it's the same as saying *yes* to your request for a coverage decision.)
- If the medical care is not covered, or you did not follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3 of this chapter. Go to this part for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is *yes* at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

SECTION 6. Your Part D prescription drugs: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 6.1 This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug

Your benefits as a member of our plan include coverage for many prescription drugs. Please refer to our **Kaiser Permanente 2016 Abridged Formulary** or **Kaiser Permanente 2016 Comprehensive Formulary**. To be covered, the drug must be used for a medically accepted indication. (A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.)

- **This section is about your Part D drugs only.** To keep things simple, we generally say "drug" in the rest of this section, instead of repeating "covered outpatient prescription drug" or "Part D drug" every time.
- For details about what we mean by Part D drugs, the **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**, rules and restrictions on coverage, and cost information, see Chapter 5 ("Using our plan's coverage for your Part D prescription drugs") and Chapter 6 ("What you pay for your Part D prescription drugs").

Part D coverage decisions and appeals

As discussed in Section 4 of this chapter, a coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs.

Legal Terms

An initial coverage decision about your Part D drugs is called a " coverage determination. "

Here are examples of coverage decisions you ask us to make about your Part D drugs:

- You ask us to make an exception, including:
 - ◆ Asking us to cover a Part D drug that is not on our **Kaiser Permanente 2016 Comprehensive Formulary**.
 - ◆ Asking us to waive a restriction on our plan's coverage for a drug (such as limits on the amount of the drug you can get).
 - ◆ Asking to pay a lower cost-sharing amount for a covered nonpreferred drug.
- You ask us whether a drug is covered for you and whether you meet the requirements for coverage. For example, when your drug is on our **Kaiser Permanente 2016 Comprehensive Formulary**, but we require you to get approval from us before we will cover it for you.
 - ◆ **Please note:** If your pharmacy tells you that your prescription cannot be filled as written, you will get a written notice explaining how to contact us to ask for a coverage decision.
- You ask us to pay for a prescription drug you already bought. This is a request for a coverage decision about payment.

If you disagree with a coverage decision we have made, you can appeal our decision.

This section tells you both how to ask for coverage decisions and how to request an appeal.

Use the chart below to help you determine which part has information for your situation:

Which of these situations are you in?

Do you need a drug that isn't on our Drug List or need us to waive a rule or restriction on a drug we cover?	Do you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need?	Do you want to ask us to pay you back for a drug you have already received and paid for?	Have we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for?
You can ask us to make an exception. (This is a type of coverage decision.) Start with Section 6.2 in this chapter.	You can ask us for a coverage decision. Skip ahead to Section 6.4 in this chapter.	You can ask us to pay you back. (This is a type of coverage decision.) Skip ahead to Section 6.4 in this chapter.	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 6.5 in this chapter.

Section 6.2 What is an exception?

If a drug is not covered in the way you would like it to be covered, you can ask us to make an **"exception."** An exception is a type of coverage decision. Similar to other types of coverage decisions, if we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. We will then consider your request. Here are three examples of exceptions that you or your doctor or other prescriber can ask us to make:

- 1. Covering a Part D drug for you that is not on our Kaiser Permanente 2016 Comprehensive Formulary.** (We call it the "Drug List" for short.)

Legal Terms

Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a **"formulary exception."**

- If we agree to make an exception and cover a drug that is not on the Drug List, you will need to pay the cost-sharing amount that applies to drugs in Tier 3 (preferred brand-name drugs). You cannot ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 2. Removing a restriction on our coverage for a covered drug.** There are extra rules or restrictions that apply to certain drugs on our **Kaiser Permanente 2016 Abridged**

Formulary and **Kaiser Permanente 2016 Comprehensive Formulary** (for more information, go to Chapter 5 and look for Section 4).

Legal Terms
Asking for removal of a restriction on coverage for a drug is sometimes called asking for a " formulary exception. "

- The extra rules and restrictions on coverage for certain drugs include:
 - ♦ Getting **plan approval in advance** before we will agree to cover the drug for you. (This is sometimes called "prior authorization.")
- If we agree to make an exception and waive a restriction for you, you can ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 3. **Changing coverage of a drug to a lower cost-sharing tier.** Every drug on our Drug List is in one of six cost-sharing tiers. In general, the lower the cost-sharing tier number, the less you will pay as your share of the cost of the drug.

Legal Terms
Asking to pay a lower price for a covered nonpreferred drug is sometimes called asking for a " tiering exception. "

- If your drug is in Tier 2 (generic drugs), you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 1 (preferred generic drugs). This would lower your share of the cost for the drug.
- If your drug is in Tier 4 (nonpreferred brand-name drugs), you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 3 (preferred brand-name drugs). This would lower your share of the cost for the drug.
- You cannot ask us to change the cost-sharing tier for any drug in Tier 5 (specialty-tier drugs).

Section 6.3 Important things to know about asking for exceptions

Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These different possibilities are called "**alternative**" drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally not approve your request for an exception.

We can say yes or no to your request

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say **no** to your request for an exception, you can ask for a review of our decision by making an appeal. Section 6.5 tells you how to make an appeal if we say no.

The next section tells you how to ask for a coverage decision, including an exception.

Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception

Step 1: You ask us to make a coverage decision about the drug(s) or payment you need. If your health requires a quick response, you must ask us to make a "fast coverage decision." You cannot ask for a fast coverage decision if you are asking us to pay you back for a drug you already bought.

What to do:

- **Request the type of coverage decision you want.** Start by calling, writing, or faxing us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can also access the coverage decision process through our website. For the details, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs." Or if you are asking us to pay you back for a drug, go to the section called "Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received."
- **You or your doctor or someone else who is acting on your behalf** can ask for a coverage decision. Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative. You can also have a lawyer act on your behalf.
- **If you want to ask us to pay you back for a drug**, start by reading Chapter 7 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." Chapter 7 describes the situations in which you may need to ask for reimbursement. It also tells you how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- **If you are requesting an exception, provide the "supporting statement."** Your doctor or other prescriber must give us the medical reasons for the drug exception you are requesting. (We call this the "supporting statement.") Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing a written statement if necessary. See Sections 6.2 and 6.3 for more information about exception requests.
- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.

If your health requires it, ask us to give you a "fast coverage decision"

Legal Terms

A "fast coverage decision" is called an " expedited coverage determination. "
--

- When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. A standard coverage decision means we will give you an answer **within 72 hours after we receive your doctor's statement**. A fast coverage decision means we will answer within 24 hours after we receive your doctor's statement.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for a drug you have not yet received. (You cannot get a fast coverage decision if you are asking us to pay you back for a drug you have already bought.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor or other prescriber tells us that your health requires a "fast coverage decision,"** we will automatically agree to give you a fast coverage decision.
- **If you ask for a fast coverage decision on your own** (without your doctor's or other prescriber's support), we will decide whether your health requires that we give you a fast coverage decision.
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor or other prescriber asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell you how you can file a complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. It tells you how to file a "fast complaint," which means you would get our answer to your complaint within 24 hours of receiving the complaint. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, see Section 10 in this chapter.)

Step 2: We consider your request and we give you our answer.

Deadlines for a "fast coverage decision"

- If we are using the fast deadlines, we must give you our answer **within 24 hours**.
 - ◆ Generally, this means within 24 hours after we receive your request. If you are requesting an exception, we will give you our answer within 24 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later

in this section, we talk about this review organization and explain what happens at Appeal Level 2.

- If our answer is **yes** to part or all of what you requested, we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor's statement supporting your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

*Deadlines for a "**standard** coverage decision" about a drug you have not yet received*

- If we are using the standard deadlines, we must give you our answer **within 72 hours**.
 - ♦ Generally, this means within 72 hours after we receive your request. If you are requesting an exception, we will give you our answer within 72 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - ♦ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is **yes** to part or all of what you requested:
 - ♦ If we approve your request for coverage, we must provide the coverage we have agreed to provide within 72 hours after we receive your request or doctor's statement supporting your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

*Deadlines for a "**standard** coverage decision" about payment for a drug you have already bought*

- We must give you our answer **within 14 calendar days** after we receive your request.
 - ♦ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is **yes** to part or all of what you requested, we are also required to make payment to you within 14 calendar days after we receive your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Step 3: If we say *no* to your coverage request, you decide if you want to make an appeal.

- If we say no, you have the right to request an appeal. Requesting an appeal means asking us to reconsider—and possibly change—the decision we made.

Section 6.5 Step-by-step: How to make a Level 1 Appeal

(how to ask for a review of a coverage decision made by our plan)

Legal Terms

An appeal to our plan about a Part D drug coverage decision is called a plan "**redetermination.**"

Step 1: You contact us and make your Level 1 Appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start your appeal, you (or your representative or your doctor or other prescriber) must contact us.**
 - ◆ For details about how to reach us by phone, fax, or mail, or on our website for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **If you are asking for a standard appeal, make your appeal by submitting a written request.**
- **If you are asking for a fast appeal, you may make your appeal in writing or you may call us at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."**
- We must accept any written request, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information in your appeal and add more information.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
 - ◆ If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal"

Legal Terms
A "fast appeal" is also called an " expedited redetermination. "

- If you are appealing a decision we made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a "fast appeal."
- The requirements for getting a "fast appeal" are the same as those for getting a "fast coverage decision" in Section 6.4 of this chapter.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your coverage request. We check to see if we were following all the rules when we said *no* to your request. We may contact you or your doctor or other prescriber to get more information.

Deadlines for a "fast appeal"

- If we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires it.
 - ♦ If we do not give you an answer within 72 hours, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our **answer is yes** to part or all of what you requested, we must provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- If our **answer is no** to part or all of what you requested, we will send you a written statement that explains why we said *no* and how to appeal our decision.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 7 calendar days after we receive your appeal**. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so. If you believe your health requires it, you should ask for a "fast appeal."
- If we do not give you a decision within 7 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we tell you about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested:
 - ♦ If we approve a request for coverage, we must provide the coverage we have agreed to provide as quickly as your health requires, but no later than 7 calendar days after we receive your appeal.

- ◆ If we approve a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive your appeal request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said **no** and how to appeal our decision.

Step 3: If we say *no* to your appeal, you decide if you want to continue with the appeals process and make *another* appeal.

- If we say **no** to your appeal, you then choose whether to accept this decision or continue by making another appeal.

If you decide to make another appeal, it means your appeal is going on to Level 2 of the appeals process (see below).

Section 6.6 Step-by-step: How to make a Level 2 Appeal

If we say **no** to your appeal, you then choose whether to accept this decision or continue by making another appeal. If you decide to go on to a Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: To make a Level 2 Appeal, you (or your representative or your doctor or other prescriber) must contact the Independent Review Organization and ask for a review of your case.

- If we say **no** to your Level 1 Appeal, the written notice we send you will include instructions about how to make a Level 2 Appeal with the Independent Review Organization. These instructions will tell you who can make this Level 2 Appeal, what deadlines you must follow, and how to reach the review organization.
- When you make an appeal to the Independent Review Organization, we will send the information we have about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.

Step 2: The Independent Review Organization does a review of your appeal and gives you an answer.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This

organization is a company chosen by Medicare to review our decisions about your Part D benefits with us.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal. The organization will tell you its decision in writing and explain the reasons for it.

Deadlines for "fast appeal" at Level 2

- If your health requires it, ask the Independent Review Organization for a "fast appeal."
- If the review organization agrees to give you a fast appeal, the review organization must give you an answer to your Level 2 Appeal **within 72 hours after it receives your appeal request.**
- **If the Independent Review Organization says *yes* to part or all of what you requested,** we must provide the drug coverage that was approved by the review organization within 24 hours after we receive the decision from the review organization.

Deadlines for "standard appeal" at Level 2

- If you have a standard appeal at Level 2, the review organization must give you an answer to your Level 2 Appeal **within 7 calendar days after it receives your appeal.**
- If the Independent Review Organization says *yes* to part or all of what you requested:
 - ♦ If the Independent Review Organization approves a request for coverage, we must provide the drug coverage that was approved by the review organization within 72 hours after we receive the decision from the review organization.
 - ♦ If the Independent Review Organization approves a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive the decision from the review organization.

What if the review organization says *no* to your appeal?

If this organization says *no* to your appeal, it means the organization agrees with our decision not to approve your request. (This is called "upholding the decision." It is also called "turning down your appeal.")

If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the drug coverage you are requesting must meet a minimum amount. If the dollar value of the drug coverage you are requesting is too low, you cannot make another appeal and the decision at Level 2 is final. The notice you get from the Independent Review Organization will tell you the dollar value that must be in dispute to continue with the appeals process.

Step 3: If the dollar value of the coverage you are requesting meets the requirement, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third

appeal. If you decide to make a third appeal, the details about how to do this are in the written notice you got after your second appeal.

- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 7. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "**discharge date.**"
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

During your covered hospital stay, you will be given a written notice called **An Important Message from Medicare about Your Rights**. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- Read this notice carefully and ask questions if you don't understand it. It tells you about your rights as a hospital patient, including:
 - ♦ Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
 - ♦ Your right to be involved in any decisions about your hospital stay, and know who will pay for it.
 - ♦ Where to report any concerns you have about quality of your hospital care.

- ◆ Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

Legal Terms

The written notice from Medicare tells you how you can " request an immediate review. " Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 7.2 below tells you how you can request an immediate review.)

- **You must sign the written notice** to show that you received it and understand your rights.
 - ◆ You or someone who is acting on your behalf must sign the notice. (Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative.)
 - ◆ Signing the notice shows **only** that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice does **not** mean you are agreeing on a discharge date.
- **Keep your copy** of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.
 - ◆ If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
 - ◆ To look at a copy of this notice in advance, you can call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. You can also see it online at <http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>.

Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date
--

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.

It checks to see if your planned discharge date is medically appropriate for you.

Step 1: Contact the Quality Improvement Organization for your state and ask for a "fast review" of your hospital discharge. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

How can you contact this organization?

- The written notice you received (**An Important Message from Medicare About Your Rights**) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization **before** you leave the hospital and **no later than your planned discharge date**. (Your "planned discharge date" is the date that has been set for you to leave the hospital.)
 - ♦ **If you meet this deadline**, you are allowed to stay in the hospital after your discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.
 - ♦ **If you do not meet this deadline**, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 7.4.

Ask for a "fast review":

- You must ask the Quality Improvement Organization for a "fast review" of your discharge. Asking for a "fast review" means you are asking for the organization to use the "fast" deadlines for an appeal instead of using the standard deadlines.

Legal Terms
A "fast review" is also called an "immediate review" or an "expedited review."

Step 2: The Quality Improvement Organization conducts an independent review of your case.*What happens during this review?*

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives you your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

Legal Terms

This written explanation is called the "**Detailed Notice of Discharge**." You can get a sample of this notice by calling Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048**.) Or you can see a sample notice online at <http://www.cms.hhs.gov/BNI/>.

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.*What happens if the answer is **yes**?*

- If the review organization says **yes** to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet.)

*What happens if the answer is **no**?*

- If the review organization says **no** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for your **inpatient hospital services will end** at noon on the day after the Quality Improvement Organization gives you its answer to your appeal.
- If the review organization says **no** to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost of hospital care** you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to "Level 2" of the appeals process.

Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 calendar days** after the day the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

*If the review organization says **yes**:*

- We must reimburse you for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- You must continue to pay your share of the costs and coverage limitations may apply.

*If the review organization says **no**:*

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further by going on to Level 3.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 7.4 What if you miss the deadline for making your Level 1 Appeal?**You can appeal to us instead**

As explained above in Section 7.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. ("Quickly" means before you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Legal Terms

A "fast review" (or "fast appeal") is also called an "**expedited appeal**."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, **go to Chapter 2**, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of your planned discharge date, checking to see if it was medically appropriate.

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
- **If you stayed in the hospital after your planned discharge date, then you may have to pay the full cost of hospital care you received after the planned discharge date.**

*Step 4: If we say **no** to your fast appeal, your case will automatically be sent on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that you are **automatically** going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 10 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The Independent Review Organization is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency.

This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- If this **organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue our plan's coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with us that your planned hospital discharge date was medically appropriate.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by a judge.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say **no** to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 8. How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 8.1 This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services

This section is **only** about the following types of care:

- **Home health care services** you are getting.
- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a "skilled nursing facility," see Chapter 12, "Definitions of important words.")
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 12, "Definitions of important words.")

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information about your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, **we will stop paying our share of the cost for your care.**

If you think we are ending the coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Section 8.2 We will tell you in advance when your coverage will be ending

- **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
 - ♦ The written notice tells you the date when we will stop covering the care for you.
 - ♦ The written notice also tells you what you can do if you want to ask us to change this decision about when to end your care, and keep covering it for a longer period of time.

Legal Terms

In telling you what you can do, the written notice is telling how you can request a "**fast-track appeal.**" Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 8.3 below tells you how you can request a fast-track appeal.)

The written notice is called the "**Notice of Medicare Non-Coverage.**" To get a sample copy, call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048.**) Or see a copy online at <http://www.cms.hhs.gov/BNI/>.

- You must sign the written notice to show that you received it.
 - ♦ You or someone who is acting on your behalf must sign the notice. (Section 4 tells you how you can give written permission to someone else to act as your representative.)
 - ♦ Signing the notice shows **only** that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with us that it's time to stop getting the care.

Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 10 in this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.

Step 1: Make your Level 1 Appeal: Contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care experts who are paid by the federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

How can you contact this organization?

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

What should you ask for?

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

Your deadline for contacting this organization.

- You must contact the Quality Improvement Organization to start your appeal no later than noon of the day after you receive the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 8.5 in this chapter.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage

for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.

- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers inform us of your appeal, you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

Legal Terms
This notice of explanation is called the " Detailed Explanation of Non-Coverage. "

Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

*What happens if the reviewers say **yes** to your appeal?*

- If the reviewers say **yes** to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

*What happens if the reviewers say **no** to your appeal?*

- If the reviewers say **no** to your appeal, then **your coverage will end** on the date we have told you. We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after this date when your coverage ends, **then you will have to pay the full cost of this care yourself.**

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say **no** to your Level 1 Appeal, and you choose to continue getting care after your coverage for the care has ended, then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.

Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time
--

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization

turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.

*What happens if the review organization says **yes** to your appeal?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says **no**?*

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 8.5 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 8.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A "fast review" (or "fast appeal") is also called an " expedited appeal ."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending our plan's coverage for services you were receiving.
- We will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say yes to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say no to your fast appeal**, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end, **then you will have to pay the full cost of this care yourself.**

*Step 4: If we say **no** to your fast appeal, your case will automatically go on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, **we are required to send your appeal to the Independent Review Organization.** When we do this, it means that you are automatically going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 10 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The **Independent Review Organization** is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with the decision our plan made to your first appeal and will not change it.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say **no** to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 9. Taking your appeal to Level 3 and beyond

Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the administrative law judge says *yes* to your appeal, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 4. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.
 - ♦ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the judge's decision.
 - ♦ If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the administrative law judge says *no* to your appeal, the appeals process may or may not be over.**
 - ♦ If you decide to accept this decision that turns down your appeal, the appeals process is over.

- ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says **no** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, or if the Appeals Council denies our request to review a favorable Level 3 Appeal decision, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Appeals Council's decision.
 - ◆ If we decide to appeal the decision, we will let you know in writing.
- **If the answer is *no* or if the Appeals Council denies the review request, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says **no** to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the administrative appeals process.

Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the value of the drug you have appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. If the dollar amount is less, you cannot appeal any further. The written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the administrative law judge within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may *not* be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says ***no*** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the Appeals Council within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may *not* be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says ***no*** to your appeal or denies your request to review the appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the appeals process.

Making complaints

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns



If your problem is about decisions related to benefits, coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 in this chapter.

Section 10.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive.

If you have a complaint regarding a service provided by a hospital or skilled nursing facility that is not part of our network, follow the complaint process established by Original Medicare. However, if you have a complaint involving a network hospital or skilled nursing facility (or you were directed to go to an out-of-network hospital or skilled nursing facility by our plan or one of the network providers), you will follow the instructions contained in this section. This is true even if you received a Medicare Summary Notice indicating that a claim was processed but not covered by Original Medicare. Furthermore, if you have a complaint regarding an emergency or urgently needed service, or the cost-sharing for hospital or skilled nursing facility services, you will follow the instructions contained in this section.

Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can "make a complaint":

- **Quality of your medical care**
 - ◆ Are you unhappy with the quality of care you have received (including care in the hospital)?
- **Respecting your privacy**
 - ◆ Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?
- **Disrespect, poor customer service, or other negative behaviors**
 - ◆ Has someone been rude or disrespectful to you?
 - ◆ Are you unhappy with how our Member Services has treated you?
 - ◆ Do you feel you are being encouraged to leave our plan?
- **Waiting times**
 - ◆ Are you having trouble getting an appointment, or waiting too long to get it?

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- ◆ Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by Member Services or other staff at our plan?
- ◆ Examples include waiting too long on the phone, in the waiting room, when getting a prescription, or in the exam room.
- **Cleanliness**
 - ◆ Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
- **Information you get from our plan**
 - ◆ Do you believe we have not given you a notice that we are required to give?
 - ◆ Do you think written information we have given you is hard to understand?

Timeliness (these types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)

The process of asking for a coverage decision and making appeals is explained in Sections 4–9 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:

- If you have asked us to give you a "fast coverage decision" or a "fast appeal," and we have said we will not, you can make a complaint.
- If you believe our plan is not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.
- When a coverage decision we made is reviewed and our plan is told that we must cover or reimburse you for certain medical services or drugs, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.
- When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 10.2 The formal name for "making a complaint" is "filing a grievance"

Legal Terms

- What this section calls a "complaint" is also called a "grievance."
- Another term for "making a complaint" is "filing a grievance."
- Another way to say "using the process for complaints" is "using the process for filing a grievance."

Section 10.3 Step-by-step: Making a complaint
--

Step 1: Contact us promptly—either by phone or in writing.

- **Usually calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Call toll-free **1-888-777-5536 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to you in writing. We will also respond in writing when you make a complaint by phone if you request a written response or your complaint is related to quality of care.
- **If you have a complaint, we will try to resolve your complaint over the phone.** If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. Your grievance must explain your concern, such as why you are dissatisfied with the services you received. Please see Chapter 2 for whom you should contact if you have a complaint.
 - ◆ You must submit your grievance to us (orally or in writing) within 60 calendar days of the event or incident. We must address your grievance as quickly as your health requires, but no later than 30 calendar days after receiving your complaint. We may extend the time frame to make our decision by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.
 - ◆ You can file a fast grievance about our decision not to expedite a coverage decision or appeal, or if we extend the time we need to make a decision about a coverage decision or appeal. We must respond to your fast grievance within 24 hours.
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
- **If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal,"** we will automatically give you a "fast complaint." If you have a "fast complaint," it means we will give you an answer **within 24 hours**.

Legal Terms
What this section calls a " fast complaint " is also called an " expedited grievance ."

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.

- **Most complaints are answered in 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization

You can make your complaint about the quality of care you received to us by using the step-by-step process outlined above.

When your complaint is about quality of care, you also have two extra options:

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (without making the complaint to us).
 - ♦ The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.
 - ♦ To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

Section 10.5 You can also tell Medicare about your complaint

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call **1-800-MEDICARE (1-800-633-4227)**. TTY/TDD users can call **1-877-486-2048**.

CHAPTER 10. Ending your membership in our plan

SECTION 1. Introduction	212
Section 1.1 This chapter focuses on ending your membership in our plan.....	212
SECTION 2. When can you end your membership in our plan?	212
Section 2.1 You can end your membership at any time.....	212
Section 2.2 Where can you get more information about when you can end your membership?	213
SECTION 3. How do you end your membership in our plan?	213
Section 3.1 To end your membership, you must ask us in writing	213
SECTION 4. Until your membership ends, you must keep getting your medical services and drugs through our plan	214
Section 4.1 Until your membership ends, you are still a member of our plan	214
SECTION 5. We must end your membership in our plan in certain situations.....	215
Section 5.1 When must we end your membership in our plan?	215
Section 5.2 We <u>cannot</u> ask you to leave our plan for any reason related to your health.....	216
Section 5.3 You have the right to make a complaint if we end your membership in our plan	216

SECTION 1. Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in our plan may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- **You might leave our plan because you have decided that you want to leave.**
 - ◆ You can disenroll from our plan at any time. Section 2 tells you more about when you can end your membership in our plan.
 - ◆ The process for voluntarily ending your membership varies depending upon what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care and prescription drugs through our plan until your membership ends.

SECTION 2. When can you end your membership in our plan?

Section 2.1 You can end your membership at any time

You can disenroll from this plan at any time. You may switch to Original Medicare, or if you have a special enrollment period, you may enroll in a Medicare Advantage or another Medicare prescription drug plan. If you have Medicare prescription drug coverage through our plan, your Medicare prescription drug coverage will also end. Your membership will usually end on the last day of the month in which we receive your request to change your plan.

Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage means the coverage is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.) See Chapter 6, Section 9, for more information about the late enrollment penalty.

Section 2.2 Where can you get more information about when you can end your membership?

If you have any questions or would like more information about when you can end your membership:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can find the information in the **Medicare & You** 2016 handbook.
 - ◆ Everyone with Medicare receives a copy of **Medicare & You** each fall. Those new to Medicare receive it within a month after first signing up.
 - ◆ You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or you can order a printed copy by calling Medicare at the number below.
- You can contact **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3. How do you end your membership in our plan?

Section 3.1 To end your membership, you must ask us in writing

You may end your membership in our plan at any time during the year and change to Original Medicare. To end your membership, you must make a request in writing to us. Your membership will end on the last day of the month in which we receive your request. Contact us if you need more information on how to do this. If you have drug coverage through our plan and you leave our plan during the year, you will have the opportunity to join a Medicare prescription drug plan when you leave. The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> • Another Medicare health plan. 	<ul style="list-style-type: none"> • Enroll in the Medicare health plan. • You will automatically be disenrolled from our plan when your new plan's coverage begins.
<ul style="list-style-type: none"> • Original Medicare with a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet). Then contact the Medicare prescription drug plan that you want to enroll in and ask to be enrolled. • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and

If you would like to switch from our plan to:	This is what you should do:
	<p>ask to be disenrolled. TTY users should call 1-877-486-2048.</p> <ul style="list-style-type: none">• You will be disenrolled from our plan when your coverage in Original Medicare begins. If you join a Medicare prescription drug plan, that coverage should begin at this time as well.
<ul style="list-style-type: none">• Original Medicare without a separate Medicare prescription drug plan. <p>Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. See Chapter 6, Section 9, for more information about the late enrollment penalty.</p>	<ul style="list-style-type: none">• Send us a written request to disenroll. Contact Member Services if you need more information about how to do this (phone numbers are printed on the back cover of this booklet).• You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.• You will be disenrolled from our plan when your coverage in Original Medicare begins.

SECTION 4. Until your membership ends, you must keep getting your medical services and drugs through our plan

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave our plan, it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information about when your new coverage begins.) During this time, you must continue to get your medical care and prescription drugs through our plan.

- **You should continue to use our network pharmacies to get your prescriptions filled until your membership in our plan ends.** Usually, your prescription drugs are only covered if they are filled at a network pharmacy, including through our mail-order pharmacy services.
- If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged (even if you are discharged after your new health coverage begins).

- If you use out-of-network providers to obtain medical services, the services are covered under Original Medicare. You will be responsible for Original Medicare's cost-sharing for such services, with the exception of emergency and urgently needed services. If you get prescription drugs from an out-of-network provider, you will be responsible for the cost of the drug.

SECTION 5. We must end your membership in our plan in certain situations

Section 5.1 When must we end your membership in our plan?

We must end your membership in our plan if any of the following happen:

- If you do not stay continuously enrolled in Part B. Members must stay continuously enrolled in Part B.
- If you move out of our service area or if you are away from our service area for more than 90 days.
 - ◆ If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area. Phone numbers for Member Services are printed on the back cover of this booklet.
- If you become incarcerated (go to prison), we will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.
- If you lie about or withhold information about other insurance you have that provides prescription drug coverage, we may disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
 - ◆ If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you do not pay our plan premiums.
- If you are required to pay the extra Part D amount because of your income and you do not pay it, Medicare will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.

Where can you get more information?

If you have questions or would like more information about when we can end your membership:

- You can call Member Services for more information (phone numbers are printed on the back cover of this booklet).

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

We are not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in Chapter 9, Section 10, for information about how to make a complaint.

CHAPTER 11. Legal notices

SECTION 1. Notice about governing law.....	218
SECTION 2. Notice about nondiscrimination.....	218
SECTION 3. Notice about Medicare Secondary Payer subrogation rights.....	218
SECTION 4. Administration of this Evidence of Coverage	218
SECTION 5. Applications and statements.....	218
SECTION 6. Assignment.....	219
SECTION 7. Attorney and advocate fees and expenses	219
SECTION 8. Coordination of benefits	219
SECTION 9. Employer responsibility.....	219
SECTION 10. Evidence of Coverage binding on members.....	219
SECTION 11. Government agency responsibility.....	220
SECTION 12. Member nonliability.....	220
SECTION 13. No waiver	220
SECTION 14. Notices	220
SECTION 15. Overpayment recovery.....	220
SECTION 16. Third party liability	220
SECTION 17. U.S. Department of Veterans Affairs.....	221
SECTION 18. Workers' compensation or employer's liability benefits.....	221
SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance.....	222

SECTION 1. Notice about governing law

Many laws apply to this **Evidence of Coverage** and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2. Notice about nondiscrimination

We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare health plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

SECTION 3. Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Kaiser Permanente Medicare Plus, as a Medicare Cost Plan sponsor, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any state laws.

SECTION 4. Administration of this Evidence of Coverage

We may adopt reasonable policies, procedures, and interpretations to promote orderly and efficient administration of this **Evidence of Coverage**.

SECTION 5. Applications and statements

You must complete any applications, forms, or statements that we request in our normal course of business or as specified in this **Evidence of Coverage**.

SECTION 6. Assignment

You may not assign this **Evidence of Coverage** or any of the rights, interests, claims for money due, benefits, or obligations hereunder without our prior written consent.

SECTION 7. Attorney and advocate fees and expenses

In any dispute between a member and Health Plan, the Medical Group, or Kaiser Foundation Hospitals, each party will bear its own fees and expenses, including attorneys' fees, advocates' fees, and other expenses.

SECTION 8. Coordination of benefits

As described in Chapter 1 (Section 7) "How other insurance works with our plan," if you have other insurance, you are required to use your other coverage in combination with your coverage as a Medicare Plus member to pay for the care you receive. This is called "coordination of benefits" because it involves coordinating all of the health benefits that are available to you. You will get your covered care as usual from network providers, and the other coverage you have will simply help pay for the care you receive.

If your other coverage is the primary payer, it will often settle its share of payment directly with us, and you will not have to be involved. However, if payment owed to us by a primary payer is sent directly to you, you are required by Medicare law to give this primary payment to us. For more information about primary payments in third party liability situations, see Section 16, and for primary payments in workers' compensation cases, see Section 18.

You must tell us if you have other health care coverage, and let us know whenever there are any changes in your additional coverage.

SECTION 9. Employer responsibility

For any services that the law requires an employer to provide, we will not pay the employer, and when we cover any such services, we may recover the value of the services from the employer.

SECTION 10. Evidence of Coverage binding on members

By electing coverage or accepting benefits under this **Evidence of Coverage**, all members legally capable of contracting, and the legal representatives of all members incapable of contracting, agree to all provisions of this **Evidence of Coverage**.

SECTION 11. Government agency responsibility

For any services that the law requires be provided only by or received only from a government agency, we will not pay the government agency, and when we cover any such services we may recover the value of the services from the government agency.

SECTION 12. Member nonliability

Our contracts with network providers provide that you are not liable for any amounts we owe. However, you are liable for the cost of noncovered services you obtain from network providers or out-of-network providers.

SECTION 13. No waiver

Our failure to enforce any provision of this **Evidence of Coverage** will not constitute a waiver of that or any other provision, or impair our right thereafter to require your strict performance of any provision.

SECTION 14. Notices

Our notices to you will be sent to the most recent address we have. You are responsible for notifying us of any change in your address. If you move, please call Member Services (phone numbers are printed on the back of this booklet) and Social Security at **1-800-772-1213** (TTY **1-800-325-0778**) as soon as possible to report your address change.

SECTION 15. Overpayment recovery

We may recover any overpayment we make for services from anyone who receives such an overpayment or from any person or organization obligated to pay for the services.

SECTION 16. Third party liability

As stated in Chapter 1, Section 7, third parties who cause you injury or illness (and/or their insurance companies) usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue these primary payments. If you obtain a judgment or settlement from or on behalf of a third party who allegedly caused an injury or illness for which you received covered services, you must pay us "Plan Charges" for those services. **Note:** This Section 16 does not affect your obligation to pay cost-sharing for these services, but we will credit any such payments toward the amount you must pay us under this section. Please refer to Chapter 12 for the definition of "Plan Charges."

To the extent permitted or required by law, we have the option of becoming subrogated to all claims, causes of action, and other rights you may have against a third party or an insurer, government program, or other source of coverage for monetary damages, compensation, or indemnification on account of the injury or illness allegedly caused by the third party. We will be so subrogated as of the time we mail or deliver a written notice of our exercise of this option to you or your attorney, but we will be subrogated only to the extent of the total of Plan Charges for the relevant services.

To secure our rights, we will have a lien on the proceeds of any judgment or settlement you or we obtain against a third party. The proceeds of any judgment or settlement that you or we obtain shall first be applied to satisfy our lien, regardless of whether the total amount of the proceeds is less than the actual losses and damages you incurred.

Within 30 days after submitting or filing a claim or legal action against a third party, you must send written notice of the claim or legal action to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Attention: Patient Financial Services Dep't
2101 East Jefferson Street, Rockville, Maryland 20852

In order for us to determine the existence of any rights we may have and to satisfy those rights, you must complete and send us all consents, releases, authorizations, assignments, and other documents, including lien forms directing your attorney, the third party, and the third party's liability insurer to pay us directly. You may not agree to waive, release, or reduce our rights under this provision without our prior, written consent.

If your estate, parent, guardian, or conservator asserts a claim against a third party based on your injury or illness, your estate, parent, guardian, or conservator and any settlement or judgment recovered by the estate, parent, guardian, or conservator shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the third party. We may assign our rights to enforce our liens and other rights.

SECTION 17. U.S. Department of Veterans Affairs

For any services for conditions arising from military service that the law requires the Department of Veterans Affairs to provide, we will not pay the Department of Veterans Affairs, and when we cover any such services we may recover the value of the services from the Department of Veterans Affairs.

SECTION 18. Workers' compensation or employer's liability benefits

As stated in Chapter 1, Section 7, workers' compensation usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue primary payments under workers' compensation or employer's liability law. You may be eligible for payments or other benefits, including amounts received as a settlement (collectively referred to as "Financial Benefit"), under workers' compensation or employer's liability law. We will provide covered services even if it is unclear

whether you are entitled to a Financial Benefit, but we may recover the value of any covered services from the following sources:

- From any source providing a Financial Benefit or from whom a Financial Benefit is due.
- From you, to the extent that a Financial Benefit is provided or payable or would have been required to be provided or payable if you had diligently sought to establish your rights to the Financial Benefit under any workers' compensation or employer's liability law.

SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance

We are subject to regulation in this Commonwealth by the State Corporation Commission Bureau of Insurance pursuant to Title 38.2 and by the Virginia Department of Health pursuant to Title 32.1.

In the event you need to contact someone about this insurance for any reason, please contact your agent. If no agent was involved in the sale of this insurance, or if you have additional questions, you may contact Kaiser Permanente at the following address and telephone number:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
P.O. Box 6831
2101 East Jefferson Street
Rockville MD 20849-6831
301-468-6000 or 1-800-777-7902

We recommend that you familiarize yourself with our customer satisfaction and appeals processes as described in Chapter 9: "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," and make use of it before taking any other action.

If you have been unable to contact or obtain satisfaction from the company or your agent, you may contact the Virginia State Corporation Commission's Bureau of Insurance at:

State Corporation Commission
Bureau of Insurance
P.O. Box 115
Richmond VA 23218
804-371-9741 or 1-800-552-7945

Written correspondence is preferable so that a record of your inquiry is maintained. When contacting your agent, Kaiser Permanente, or the Bureau of Insurance, have your policy number available

CHAPTER 12. Definitions of important words

Allowance – A specified credit amount that you can use toward the purchase price of an item. If the price of the item(s) you select exceeds the allowance, you will pay the amount in excess of the allowance, which does not apply to the annual out-of-pocket maximum.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Annual Enrollment Period – A set time each fall when members can change their health or drug plans. The Annual Enrollment Period is from October 15 until December 7. (As a member of a Medicare Cost Plan, you can switch to Original Medicare at any time. But you can only join a new Medicare health or drug plan during certain times of the year, such as the Annual Enrollment Period.)

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or prescription drugs or payment for services or drugs you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for a drug, item, or service you think you should be able to receive. Chapter 9 explains appeals, including the process involved in making an appeal.

Balance Billing – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost-sharing amount. As a member of our plan, you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

Benefit Period – The way that both our plan and Original Medicare measure your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Brand-Name Drug – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand-name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are generally not available until after the patent on the brand-name drug has expired.

Catastrophic Coverage Stage – The stage in the Part D Drug Benefit when you pay a low copayment or coinsurance for your drugs after you or other qualified parties on your behalf have spent **\$4,850** in covered drugs during the covered year.

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Coinsurance – An amount you may be required to pay as your share of the cost for services or prescription drugs. Coinsurance is usually a percentage (for example, 20%) of Plan Charges.

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used for certain types of problems only. This includes problems related to quality of care, waiting times, and the customer service you receive. See also "Grievance," in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Coordination of Benefits (COB) – Coordination of Benefits is a provision used to establish the order in which claims are paid when you have other insurance. If you have Medicare and other health insurance or coverage, each type of coverage is called a "payer." When there is more than one payer, there are "coordination of benefits" rules that decide which one pays first. The "primary payer" pays what it owes on your bills first, and then sends the rest to the "secondary payer" to pay. If payment owed to us is sent directly to you, you are required under Medicare law to give the payment to us. In some cases, there may also be a third payer. See Chapter 1 (Section 7) and Chapter 11 (Section 8) for more information.

Copayment – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit, hospital outpatient visit, or a prescription drug. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit or prescription drug.

Cost-Sharing – Cost-sharing refers to amounts that a member has to pay when services or drugs are received. (This is in addition to our plan's monthly premium.) Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services or drugs are covered; (2) any fixed "copayment" amount that a plan requires when a specific service or drug is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service or drug that a plan requires when the service or drug is received. A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. Note: In some cases, you may not pay all applicable cost-sharing at the time you receive the services, and we will send you a bill later for the cost-sharing. For example, if you receive nonpreventive care during a scheduled preventive care visit, we may bill you later for the cost-sharing applicable to the nonpreventive care. For items ordered in advance, you pay the copayment in effect on the order date (although we will not cover the item unless you still have coverage for it on the date you receive it) and you may be required to pay the copayment when the item is ordered. For outpatient prescription drugs, the order date is the date that the pharmacy processes the order after receiving all of the information they need to fill the prescription.

Cost-Sharing Tier – Every drug on the list of covered drugs is in one of six cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug.

Coverage Determination – A decision about whether a drug prescribed for you is covered by our plan and the amount, if any, you are required to pay for the prescription. In general, if you take your prescription to a pharmacy and the pharmacy tells you the prescription isn't covered under your plan, that isn't a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called "coverage decisions" in this booklet. Chapter 9 explains how to ask us for a coverage decision.

Covered Drugs – The term we use to mean all of the prescription drugs covered by our plan.

Covered Services – The general term we use to mean all of the health care services and items that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Daily Cost-Sharing Rate – A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. A daily cost-sharing rate is the copayment divided by the number of days in a month's supply. Here is an example: If your copayment for a one-month supply of a drug is \$30, and a one-month's supply in your plan is 30 days, then your "daily cost-sharing rate" is \$1 per day. This means you pay \$1 for each day's supply when you fill your prescription.

Deductible – The amount you must pay for health care or prescriptions before our plan begins to pay.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Dispensing Fee – A fee charged each time a covered drug is dispensed to pay for the cost of filling a prescription. The dispensing fee covers costs such as the pharmacist's time to prepare and package the prescription.

Durable Medical Equipment – Certain medical equipment that is ordered by your doctor for medical reasons. Examples are walkers, wheelchairs, or hospital beds.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

Emergency Medical Condition – Either: (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a plan hospital (or designated hospital) before delivery or if transfer poses a threat to your (or your unborn child's) health and safety.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Exception – A type of coverage determination that, if approved, allows you to get a drug that is not on your plan sponsor's formulary (a formulary exception), or get a nonpreferred drug at a lower cost-sharing level (a tiering exception). You may also request an exception if we limit the quantity or dosage of the drug you are requesting (a formulary exception).

Excluded Drug – A drug that is not a "covered Part D drug," as defined under 42 U.S.C. Section 1395w-102(e).

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Formulary – A list of Medicare Part D drugs covered by our plan.

Generic Drug – A prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand-name drug. Generally, a "generic" drug works the same as a brand-name drug and usually costs less.

Grievance – A type of complaint you make about us or one of our network providers or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Group Health Cooperative (GHC) – When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or GHC service area. GHC is located in parts of Washington and Northern Idaho. For more information, please refer to Chapter 3, Section 2.2, and you may visit GHC's website at ghc.org/about_gh/index.jhtml.

Home Health Aide – A home health aide provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (for example, bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Home Health Care – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered services are listed in the Medical Benefits Chart in Chapter 4. We cover home health care in accord with Medicare guidelines. Home health care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren't covered unless you are also getting a covered skilled service. Home health services do not include the services of housekeepers, food service arrangements, or full-time nursing care at home.

Hospice – An enrollee who has six months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums, you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

Hospital Inpatient Stay – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an "outpatient."

Income Related Monthly Adjustment Amount (IRMAA) – If your income is above a certain limit, you will pay an income-related monthly adjustment amount in addition to your plan premium. For example, individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Coverage Limit – The maximum limit of coverage under the Initial Coverage Stage.

Initial Coverage Stage – This is the stage before your total drug expenses have reached **\$3,310**, including amounts you've paid and what our plan has paid on your behalf.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the seven-month period that begins three months before the month you turn 65, includes the month you turn 65, and ends three months after the month you turn 65.

Inpatient Hospital Care – Health care that you get during an inpatient stay in an acute care general hospital.

Kaiser Foundation Health Plan (Health Plan) – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., is a nonprofit corporation and a Medicare Cost Plan. This **Evidence of Coverage** sometimes refers to Health Plan as "we" or "us."

Kaiser Permanente – Kaiser Foundation Hospitals, Health Plan, and the Medical Group.

Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary (Formulary or "Drug List") – A list of prescription drugs covered by our plan. The drugs on this list are selected by us with the help of doctors and pharmacists. The list includes both brand-name and generic drugs.

Kaiser Permanente Region – A Kaiser Foundation Health Plan organization or allied plan that conducts a direct-service health care program. When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or Group Health Cooperative service area. For more information, please refer to Chapter 3, Section 2.2.

Late Enrollment Penalty – An amount added to your monthly premium for Medicare drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more. You pay this higher amount as long as you have a Medicare drug plan. There are some exceptions. For example, if you receive "Extra Help" from Medicare to pay your prescription drug plan costs, you will not pay a late enrollment penalty.

Long-Term Care Hospital – A Medicare-certified acute-care hospital that typically provide Medicare covered services such as comprehensive rehabilitation, respiratory therapy, head trauma treatment, and pain management. They are not long-term care facilities such as convalescent or assisted living facilities.

Low Income Subsidy (LIS) – See "Extra Help."

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for Part A and Part B services covered by our plan. Amounts you pay for your plan premiums, Medicare Part A and Part B premiums, and Part D prescription drugs do not count toward the maximum out-of-pocket amount. See Chapter 4, Section 1.2, for information about your maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6, for information about how to contact Medicaid in your state.

Medical Care or Services – Health care services or items. Some examples of health care items include durable medical equipment, eyeglasses, and drugs covered by Medicare Part A or Part B, but not drugs covered under Medicare Part D.

Medical Group – It is the network of plan providers that our plan contracts with to provide covered services to you. The name of our medical group is the Mid-Atlantic Permanente Medical Group, P.C., a for-profit professional corporation.

Medically Accepted Indication – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, a PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area, except people with End-Stage Renal Disease (unless certain exceptions apply).

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare Coverage Gap Discount Program – A program that provides discounts on most covered Part D brand-name drugs to Part D enrollees who have reached the Coverage Gap Stage and who are not already receiving "Extra Help." Discounts are based on agreements between the federal government and certain drug manufacturers. For this reason, most, but not all, brand-name drugs are discounted.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-Inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

"Medigap" (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Cost Plan is not a Medigap policy.)

Member (Member of our Plan, or "Plan Member") – A person with Medicare who is eligible to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

Network Pharmacy – A network pharmacy is a pharmacy where members of our plan can get their prescription drug benefits. We call them "network pharmacies" because they contract with our plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

Network Physician – Any licensed physician who is a partner or employee of the Medical Group, or any licensed physician who contracts to provide services to our members (but not including physicians who contract only to provide referral services).

Network Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. We call them "**network providers**" when they have an agreement with our plan to accept our payment as payment in full, and in some cases, to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as "plan providers."

Organization Determination – The Cost plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. The Cost plan's network provider or facility has also made an organization determination when it provides you with an item or service, or refers you to an out-of-network provider for an item or service. Organization determinations are called "coverage decisions" in this booklet. Chapter 9 explains how to ask us for a coverage decision.

Original Medicare ("Traditional Medicare" or "Fee-for-Service" Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Pharmacy – A pharmacy that doesn't have a contract with our plan to coordinate or provide covered drugs to members of our plan. As explained in this **Evidence of Coverage**, most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply (see Chapter 5, Section 2.5, for more information).

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for "Cost-Sharing" above. A member's cost-sharing requirement to pay for a portion of services or drugs received is also referred to as the member's "out-of-pocket" cost requirement.

PACE Plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) for as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

Part C – See "**Medicare Advantage (MA) Plan.**"

Part D – The voluntary Medicare Prescription Drug Benefit Program. (For ease of reference, we will refer to the prescription drug benefit program as Part D.)

Part D Drugs – Drugs that can be covered under Part D. We may or may not offer all Part D drugs. (See your formulary for a specific list of covered drugs.) Certain categories of drugs were specifically excluded by Congress from being covered as Part D drugs.

Plan – Kaiser Permanente Medicare Plus.

Plan Charges – Plan Charges means the following:

- For services provided by the Medical Group or Kaiser Foundation Hospitals, the charges in Health Plan's schedule of Medical Group and Kaiser Foundation Hospitals charges for services provided to members.
- For services for which a provider (other than the Medical Group or Kaiser Foundation Hospitals) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider.
- For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a member for the item if a member's benefit plan did not cover the item (this amount is an estimate of: the cost of acquiring, storing, and dispensing drugs; the direct and indirect costs of providing Kaiser Permanente pharmacy services to members; and the pharmacy program's contribution to the net revenue requirements of Health Plan).
- For all other services, the payments that Kaiser Permanente makes for the services or, if Kaiser Permanente subtracts cost-sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost-sharing.

Post-Stabilization Care – Medically necessary services related to your emergency medical condition that you receive after your treating physician determines that this condition is clinically stable. You are considered clinically stable when your treating physician believes, within a reasonable medical probability and in accordance with recognized medical standards, that you are safe for discharge or transfer and that your condition is not expected to get materially worse during or as a result of the discharge or transfer.

Preferred Cost-Sharing – Preferred cost-sharing means lower cost-sharing for certain covered Part D drugs at certain network pharmacies.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Member cost-sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both network (preferred) and out-of-network (nonpreferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health care or prescription drug coverage.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1, for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services or certain drugs that may or may not be on our formulary. Some in-network medical services are covered only if your doctor or other network provider gets "prior authorization" from our plan. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4 and described in Chapter 3, Section 2.3. Some drugs are covered only if your doctor or other network provider gets "prior authorization" from us. Covered drugs that need prior authorization are marked in the formulary.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4, for information about how to contact the QIO for your state.

Quantity Limits – A management tool that is designed to limit the use of selected drugs for quality, safety, or utilization reasons. Limits may be on the amount of the drug that we cover per prescription or for a defined period of time.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (nonemergency) services. Our plan may disenroll you if you permanently move out of our plan's service area.

Services – Health care services or items.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Enrollment Period – A set time when members can change their health or drug plans or return to Original Medicare. Situations in which you may be eligible for a special enrollment period include: if you move outside the service area, if you are getting "Extra Help" with your prescription drug costs, if you move into a nursing home, or if we violate our contract with you.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

Specialty-Tier Drugs – Very high-cost drugs approved by the FDA that are on our formulary.

Standard Cost-Sharing – Standard cost-sharing is cost-sharing other than preferred cost-sharing offered at a network pharmacy.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

Kaiser Permanente Medicare Plus Member Services

METHOD	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

State Health Insurance Assistance Program

A State Health Insurance Assistance Program (SHIP) is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. Please refer to Chapter 2, Section 3, for SHIP contact information.

January 1 – December 31, 2016

Evidence of Coverage

Your Medicare Health Benefits and Services and Prescription Drug Coverage as a Member of Kaiser Permanente Medicare Plus (Cost)

This booklet gives you the details about your Medicare health care and prescription drug coverage from January 1 to December 31, 2016. It explains how to get coverage for the health care services and prescription drugs you need. This is an important legal document. Please keep it in a safe place.

This plan, Kaiser Permanente Medicare Plus, is offered by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When this **Evidence of Coverage** says "we," "us," or "our," it means Health Plan. When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Member Services has free language interpreter services available for non-English speakers (phone numbers are printed on the back cover of this booklet).

This information is available in a different format for the visually impaired by calling Member Services (phone numbers are printed on the back cover of this booklet).

Benefits, formulary, pharmacy network, premium, deductible, and/or copayments/coinsurance may change on January 1, 2017.

2016 Evidence of Coverage

Table of Contents

This list of chapters and page numbers is your starting point. For more help in finding information you need, go to the first page of a chapter. You will find a detailed list of topics at the beginning of each chapter.

CHAPTER 1. Getting started as a member..... 1

Explains what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, your plan premium, your plan membership card, and keeping your membership record up-to-date.

CHAPTER 2. Important phone numbers and resources 15

Tells you how to get in touch with our plan (Medicare Plus) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), programs that help people pay for their prescription drugs, and the Railroad Retirement Board.

CHAPTER 3. Using our plan's coverage for your medical services 29

Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in our plan's network and how to get care when you have an emergency.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay) 42

Gives the details about which types of medical care are covered and *not* covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.

CHAPTER 5. Using our plan's coverage for your Part D prescription drugs..... 102

Explains rules you need to follow when you get your Part D drugs. Tells how to use our **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary** to find out which drugs are covered. Tells which kinds of drugs are *not* covered. Explains several kinds of restrictions that apply to coverage for certain drugs. Explains where to get your prescriptions filled. Tells about our plan's programs for drug safety and managing medications.

CHAPTER 6. What you pay for your Part D prescription drugs 122

Tells about the four stages of drug coverage (Deductible Stage, Initial Coverage Stage, Coverage Gap Stage, and Catastrophic Coverage Stage) and how these stages affect what you pay for your drugs. Explains the six cost-sharing tiers for your Part D drugs and tells what you must pay for a drug in each cost-sharing tier. Tells about the late enrollment penalty.

CHAPTER 7. Asking us to pay our share of a bill you have received for covered medical services or drugs 146

Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services or drugs.

CHAPTER 8. Your rights and responsibilities 152

Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.

CHAPTER 9. What to do if you have a problem or complaint (coverage decisions, appeals, and complaints) 162

Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care or prescription drugs you think are covered by our plan. This includes asking us to make exceptions to the rules or extra restrictions on your coverage for prescription drugs, and asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.
- Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.

CHAPTER 10. Ending your membership in our plan..... 211

Explains when and how you can end your membership in our plan. Explains situations in which our plan is required to end your membership.

CHAPTER 11. Legal notices 217

Includes notices about governing law and about nondiscrimination.

CHAPTER 12. Definitions of important words 223

Explains key terms used in this booklet.

AMENDMENT. "What You Need To Know" – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices

CHAPTER 1. Getting started as a member

SECTION 1. Introduction	2
Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan	2
Section 1.2 What is the Evidence of Coverage booklet about?	2
Section 1.3 Legal information about the Evidence of Coverage.....	3
SECTION 2. What makes you eligible to be a plan member?	3
Section 2.1 Your eligibility requirements	3
Section 2.2 What are Medicare Part A and Medicare Part B?	4
Section 2.3 Here is our plan service area for Medicare Plus.....	4
SECTION 3. What other materials will you get from us?	5
Section 3.1 Your plan membership card—use it to get the care and prescription drugs covered by our plan	5
Section 3.2 The Provider Directory: Your guide to all providers in our network.....	5
Section 3.3 The Pharmacy Directory: Your guide to pharmacies in our network	6
Section 3.4 Our plan's Kaiser Permanente 2016 Abridged Formulary	6
Section 3.5 The Part D Explanation of Benefits (the "Part D EOB"): Reports with a summary of payments made for your Part D prescription drugs	7
SECTION 4. Your monthly premium for our plan	7
Section 4.1 How much is your plan premium?	7
Section 4.2 There are several ways you can pay your plan premium	10
Section 4.3 Can we change your monthly plan premium during the year?	11
SECTION 5. Please keep your plan membership record up-to-date	12
Section 5.1 How to help make sure that we have accurate information about you.....	12
SECTION 6. We protect the privacy of your personal health information.....	13
Section 6.1 We make sure that your health information is protected	13
SECTION 7. How other insurance works with our plan	13
Section 7.1 Which plan pays first when you have other insurance?.....	13

SECTION 1. Introduction

Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan

You are covered by Medicare, and you have chosen to get your Medicare health care and your prescription drug coverage through our plan, Kaiser Permanente Medicare Plus.

There are different types of Medicare health plans. Medicare Plus is a Medicare Cost Plan. Like all Medicare health plans, this Medicare Cost Plan is approved by Medicare and run by a private company.

Section 1.2 What is the Evidence of Coverage booklet about?

This **Evidence of Coverage** booklet tells you how to get your Medicare medical care and prescription drugs covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of our plan.

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage** and they all include Medicare Part D prescription drug coverage:

- Kaiser Permanente Medicare Plus High w/Part D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**High Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/Part D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/Part D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Part B Only Option**" plan for members without Medicare Part A coverage.
- Kaiser Permanente Medicare Plus Basic w/D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Part B Only Option**" plan for members without Medicare Part A coverage.

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

The words "coverage" and "covered services" refer to the medical care and services and the prescription drugs available to you as a member of our plan.

It's important for you to learn what our plan's rules are and what services are available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** booklet.

If you are confused or concerned or just have a question, please contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.3 Legal information about the Evidence of Coverage

It's part of our contract with you

This **Evidence of Coverage** is part of our contract with you about how our plan covers your care. Other parts of this contract include your enrollment form, our **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The contract is in effect for the months in which you are enrolled in Medicare Plus between January 1, 2016, and December 31, 2016.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of our plan after December 31, 2016. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2016.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer our plan and Medicare renews its approval of our plan.

SECTION 2. What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You have Medicare Part B (or you have both Part A and Part B) (Section 2.2 below tells you about Medicare Part A and Medicare Part B).
- – *and* – you live in our geographic service area (Section 2.3 below describes our service area).
- – *and* – you do not have End-Stage Renal Disease (ESRD), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer.

Section 2.2 What are Medicare Part A and Medicare Part B?

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services), skilled nursing facilities, or home health agencies.
- Medicare Part B is for most other medical services (such as physician's services and other outpatient services) and certain items (such as durable medical equipment and supplies).

Section 2.3 Here is our plan service area for Medicare Plus

Although Medicare is a federal program, our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes the city of Washington D.C. and these cities and counties in Maryland and Virginia: Alexandria City, Anne Arundel, Arlington, Baltimore County, Baltimore City, Carroll County, Fairfax City, Fairfax County, Falls Church City, Harford County, Howard County, Loudoun County, Manassas City, Manassas Park City, Montgomery County, Prince George's County, and Prince William County.

Also, our service area includes these parts of counties in Maryland, in the following ZIP codes only:

- **Calvert County:** 20639, 20678, 20689, 20714, 20732, 20736, and 20754.
- **Charles County:** 20601, 20602, 20603, 20604, 20612, 20616, 20617, 20637, 20640, 20643, 20646, 20658, 20675, 20677, and 20695.
- **Frederick County:** 21701, 21702, 21703, 21704, 21705, 21709, 21710, 21714, 21716, 21717, 21718, 21754, 21755, 21758, 21759, 21762, 21769, 21770, 21771, 21774, 21775, 21777, 21790, 21792, and 21793.

In addition, we offer coverage in several states. However, there may be cost or other differences between the plans we offer in each state. If you move out of state and into a state that is still within our service area, you must call Member Services in order to update your information. If you move into a state outside of our service area, you cannot remain a member of our plan. Please call Member Services to find out if we have a plan in your new state.

If you plan to move out of the service area, please contact Member Services (phone numbers are printed on the back cover of this booklet). When you move, you will have a special enrollment period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

plan may also get services from out-of-network providers. If you get care from out-of-network providers, you will pay the cost-sharing amounts under Original Medicare.

If you don't have your copy of the **Provider Directory**, you can request a copy from Member Services (phone numbers are printed on the back cover of this booklet). You may ask Member Services for more information about our network providers, including their qualifications. You can view or download the **Provider Directory** at kp.org/directory. Both Member Services and our website can give you the most up-to-date information about our network providers.

Section 3.3 The Pharmacy Directory: Your guide to pharmacies in our network

What are "network pharmacies"?

Network pharmacies are all of the pharmacies that have agreed to fill covered prescriptions for our plan members.

Why do you need to know about network pharmacies?

You can use the **Pharmacy Directory** to find the network pharmacy you want to use.

There are changes to our network of pharmacies for next year. An updated **Pharmacy Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Pharmacy Directory**. Please review the 2015 **Pharmacy Directory** to see which pharmacies are in our network.

If you don't have the **Pharmacy Directory**, you can get a copy from Member Services (phone numbers are printed on the back cover of this booklet). At any time, you can call Member Services to get up-to-date information about changes in the pharmacy network. You can also find this information on our website at kp.org/directory.

Section 3.4 Our plan's Kaiser Permanente 2016 Abridged Formulary

Our plan has a **Kaiser Permanente 2016 Abridged Formulary**. We call it the "Drug List" for short. It tells you which Part D prescription drugs are covered under the Part D benefit included in our plan. The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our Drug List. The Drug List also tells you if there are any rules that restrict coverage for your drugs.

We will send you a copy of the Drug List. The Drug List we send to you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it. To get the most complete and current information about which drugs are covered, you can visit our website (kp.org/seniormedrx) or call Member Services (phone numbers are printed on the back cover of this booklet).

**Section 3.5 The Part D Explanation of Benefits (the "Part D EOB"):
Reports with a summary of payments made for your
Part D prescription drugs**

When you use your Part D prescription drug benefits, we will send you a summary report to help you understand and keep track of payments for your Part D prescription drugs. This summary report is called the **Part D Explanation of Benefits** (or the "**Part D EOB**").

The **Part D EOB** tells you the total amount you, or others on your behalf, have spent on your Part D prescription drugs and the total amount we have paid for each of your Part D prescription drugs during the month. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about the **Part D EOB** and how it can help you keep track of your drug coverage.

A **Part D EOB** summary is also available upon request. To get a copy, please contact Member Services (phone numbers are printed on the back cover of this booklet). You can also choose to get your **Part D EOB** online instead of by mail. Please visit kp.org/goinggreen and sign on to learn more about choosing to view your **Part D EOB** securely online.

SECTION 4. Your monthly premium for our plan

Section 4.1 How much is your plan premium?

As a member of our plan, you pay a monthly plan premium. The table below shows the monthly plan premium amount for each plan we are offering in the service area. In addition, you must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Medicare Plus plan name	Monthly plan premium
<p>High Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none">• Premium for medical benefits: \$62.60.• Premium for Medicare prescription drug coverage: \$66.40.• Total monthly premium amount: \$129.	<p>\$129</p>

<p>Standard Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$5.90. • Premium for Medicare prescription drug coverage: \$19.10. • Total monthly premium amount: \$25. 	<p>\$25</p>
<p>Standard Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$356.10. • Premium for Medicare prescription drug coverage: \$39.90. • Total monthly premium amount: \$396. 	<p>\$396</p>
<p>Basic Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$0. • Premium for Medicare prescription drug coverage: \$19. • Total monthly premium amount: \$19. 	<p>\$19</p>
<p>Basic Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$374.70. • Premium for Medicare prescription drug coverage: \$33.30. • Total monthly premium amount: \$408. 	<p>\$408</p>

In some situations, your plan premium could be less

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. Chapter 2, Section 7, tells you more about these programs. If you qualify, enrolling in the program might lower your monthly plan premium.

If you are *already enrolled* and getting help from one of these programs, the information about premiums in this **Evidence of Coverage** does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this rider by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

In some situations, your plan premium could be more

In some situations, your plan premium could be more than the amount listed above in this section. This situation is described below:

- Some members are required to pay a **late enrollment penalty** because they did not join a Medicare drug plan when they first became eligible or because they had a continuous period of 63 days or more when they didn't have "creditable" prescription drug coverage. ("Creditable" means the drug coverage is at least as good as Medicare's standard drug coverage.) For these members, the late enrollment penalty is added to our plan's monthly premium. Their premium amount will be the monthly plan premium plus the amount of their late enrollment penalty.
 - ◆ If you are required to pay the late enrollment penalty, the amount of your penalty depends upon how long you waited before you enrolled in drug coverage or how many months you were without drug coverage after you became eligible. Chapter 6, Section 9, explains the late enrollment penalty.
 - ◆ If you have a late enrollment penalty and do not pay it, you could lose your prescription drug coverage.

Many members are required to pay other Medicare premiums

In addition to paying the monthly plan premium, many members are required to pay other Medicare premiums. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. And most plan members pay a premium for Medicare Part B. You must continue paying your Medicare Part B premium to remain a member of our plan.

Some people pay an extra amount for Part D because of their yearly income; this is known as Income Related Monthly Adjustment Amounts, also known as IRMAA. If your income is greater than \$85,000 for an individual (or married individuals filing separately) or greater than \$170,000 for married couples, **you must pay an extra amount directly to the government** (not the Medicare plan) for your Medicare Part D coverage.

- **If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.**
- If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be.
- For more information about Part D premiums based on income, go to Chapter 6, Section 10, in this booklet. You can also visit <http://www.medicare.gov> on the Web or call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. Or you may call Social Security at **1-800-772-1213**. TTY users should call **1-800-325-0778**.

Your copy of **Medicare & You** 2016 gives you information about Medicare premiums in the section called "2016 Medicare Costs." This explains how the Medicare Part B and Part D premiums differ for people with different incomes. Everyone with Medicare receives a copy of **Medicare & You** each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of **Medicare & You** 2016 from the Medicare website (<http://www.medicare.gov>) or you can order a printed copy by phone at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users call **1-877-486-2048**.

Section 4.2 There are several ways you can pay your plan premium

There are three ways you can pay your plan premium. You will pay by check (Option 1) unless you tell us that you want your premium automatically deducted from your bank (Option 2) or your Social Security check (Option 3). To sign up for Option 2 or 3, or to change your selection at any time, please call Member Services and tell us which option you want.

If you decide to change the way you pay your premium, it can take up to three months for your new payment method to take effect. While we are processing your request for a new payment method, you are responsible for making sure that your plan premium is paid on time.

Option 1: You can pay by check or money order

You may send your monthly plan premium directly to us. We must receive your check made payable to "**Kaiser Permanente**" on or before the first of the coverage month at the following address:

Kaiser Permanente
Membership Accounting Department
PO Box 64199
Baltimore, MD 21264-4199

Note: You cannot pay in person.

Option 2: You can sign up for electronic funds transfer (EFT)

Instead of paying by check, you can have your monthly plan premium automatically withdrawn from your bank account. Please call Member Services to learn how to start or stop automatic payments of your plan premium and other details about this option, such as when your monthly withdrawal will occur. You can also make a payment using a credit card over the phone by calling our Membership Administration Department at **800-777-7902**, 8:00 a.m. to 4:30 p.m., Monday through Friday.

Option 3: You can have our plan premium taken out of your monthly Social Security check

You can have our plan premium taken out of your monthly Social Security check. Contact Member Services for more information about how to pay your monthly plan premium this way. We will be happy to help you set this up. Phone numbers for Member Services are printed on the back cover of this booklet.

What to do if you are having trouble paying your plan premium

Your plan premium is due in our office by the first day of the coverage month. If we have not received your premium payment by the 10th day of the coverage month, we will send you a notice telling you that your plan membership will end if we do not receive your premium payment within 90 days. If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.

If you are having trouble paying your plan premium on time, please contact Member Services to see if we can direct you to programs that will help with your plan premium. Phone numbers for Member Services are printed on the back cover of this booklet.

If we end your membership because you did not pay your premium, you will have health coverage under Original Medicare.

If we end your membership in our plan because you did not pay your plan premium or Part D optional supplemental benefit premium, then you may not be able to receive Part D coverage until the following year, if you enroll in a new plan during the annual enrollment period. During the annual enrollment period, you may either join a stand-alone prescription drug plan or a health plan that also provides drug coverage. (If you go without "creditable" drug coverage for more than 63 days, you may have to pay a late enrollment penalty for as long as you have Part D coverage.)

At the time we end your membership, you may still owe us for premiums you have not paid. We have the right to pursue collection of the premiums you owe.

If you think we have wrongfully ended your membership, you have a right to ask us to reconsider this decision by making a complaint. Chapter 9, Section 10, in this booklet tells you how to make a complaint. If you had an emergency circumstance that was out of your control and it caused you to not be able to pay your premiums within our grace period, you can ask Medicare to reconsider this decision by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 4.3 Can we change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for our plan's monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.

However, in some cases, the part of the premium that you have to pay can change during the year. This happens if you become eligible for the "Extra Help" program or if you lose your eligibility for the "Extra Help" program during the year. If a member qualifies for "Extra Help" with their prescription drug costs, the "Extra Help" program will pay part of the member's monthly plan premium. A member who loses their eligibility during the year will need to start paying their full monthly premium. You can find out more about the "Extra Help" program in Chapter 2, Section 7.

SECTION 5. Please keep your plan membership record up-to-date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage, including your Primary Care Provider.

The doctors, hospitals, pharmacists, and other providers in our network need to have correct information about you. These network providers use your membership record to know what services and drugs are covered and the cost-sharing amounts for you. Because of this, it is very important that you help us keep your information up-to-date.

Let us know about these changes:

- Changes to your name, your address, or your phone number.
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid).
- If you have any liability claims, such as claims from an automobile accident.
- If you have been admitted to a nursing home.
- If you receive care in an out-of-area or out-of-network hospital or emergency room.
- If your designated responsible party (such as a caregiver) changes.
- If you are participating in a clinical research study.

If any of this information changes, please let us know by calling Member Services (phone numbers are printed on the back cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 6. We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 8, Section 1.4, of this booklet.

SECTION 7. How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the "primary payer" and pays up to the limits of its coverage. The one that pays second, called the "secondary payer," only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends upon your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - ◆ If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.
 - ◆ If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
 - ◆ If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance).
- Liability (including automobile insurance).
- Black lung benefits.
- Workers' compensation.

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2. Important phone numbers and resources

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan).....	16
SECTION 2. Medicare (how to get help and information directly from the federal Medicare program).....	18
SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare).....	19
SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)	21
SECTION 5. Social Security	21
SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources).....	22
SECTION 7. Information about programs to help people pay for their prescription drugs	24
SECTION 8. How to contact the Railroad Retirement Board	28
SECTION 9. Do you have "group insurance" or other health insurance from an employer?	28

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)

How to contact our plan's Member Services

For assistance with claims, billing, or membership card questions, please call or write to Medicare Plus Member Services. We will be happy to help you.

Method	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or prescription drugs covered under the Part D benefit included in your plan. An appeal is a formal way of asking us to review and change a coverage decision we have made. You can make a complaint about us or one of our network providers or pharmacies, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes.

For more information about asking for a coverage decision or making an appeal or a complaint about your medical care or prescription drugs, see Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." You may call us if you have questions about our coverage decision process.

Method	Coverage decisions, appeals, or complaints for medical care or Part D prescription drugs – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org
MEDICARE WEBSITE	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx .

Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received

For more information about situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services or drugs."

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," for more information.

Method	Payment requests – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Payment requests – contact information
	2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called "CMS"). This agency contracts with Medicare Advantage and Medicare Cost Plan organizations, including our plan.

Method	Medicare – contact information
CALL	1-800-MEDICARE or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<u>http://www.medicare.gov</u> This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state. The Medicare website also has detailed information about your Medicare eligibility and enrollment options, with the following tools: <ul style="list-style-type: none">• Medicare Eligibility Tool: Provides Medicare eligibility status information.• Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and

Method	Medicare – contact information
	<p data-bbox="464 306 1378 411">Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans.</p> <p data-bbox="431 432 1411 499">You can also use the website to tell Medicare about any complaints you have about our plan:</p> <ul data-bbox="431 520 1414 709" style="list-style-type: none">• Tell Medicare about your complaint: You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. <p data-bbox="431 730 1401 940">If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called **Health Insurance Counseling Project**.
- In Maryland, the SHIP is called **Maryland Department of Aging**.
- In Virginia, the SHIP is called **Virginia Insurance Counseling and Assistance Program**.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

Method	Health Insurance Counseling Project (District of Columbia's SHIP) – contact information
CALL	202-994-6272
TTY	202-994-6656 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	2136 Pennsylvania Avenue, N.W., Washington, DC 20052
WEBSITE	www.law.gwu.edu/academics/el/clinics/insurance/

Method	Maryland Department of Aging – contact information
CALL	410-767-1100 or toll free 1-800-243-3425
TTY	711
WRITE	301 West Preston St., Suite 1007, Baltimore, MD 21201
WEBSITE	mdoa.state.md.us/

Method	Virginia Insurance Counseling and Assistance Program – contact information
CALL	804-662-9333 or toll free 1-800-552-3402
TTY	711
WRITE	1610 Forest Avenue, Suite 100, Henrico, VA 23229
WEBSITE	vda.virginia.gov

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For District of Columbia, Maryland, and Virginia, the Quality Improvement Organization is called KEPRO.

KEPRO has a group of doctors and other health care professionals who are paid by the federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KEPRO is an independent organization. It is not connected with our plan.

You should contact KEPRO in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

Method	KEPRO (District of Columbia's, Maryland's, and Virginia's QIO) – contact information
CALL	1-844-455-8708
TTY	1-855-843-4776 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609
WEBSITE	www.keproqio.com

SECTION 5. Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

Social Security is also responsible for determining who has to pay an extra amount for their Part D drug coverage because they have a higher income. If you got a letter from Social Security telling you that you have to pay the extra amount and have questions about the amount or if your income went down because of a life-changing event, you can call Social Security to ask for a reconsideration.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – contact information
CALL	1-800-772-1213 Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday. You can use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday.
WEBSITE	http://www.ssa.gov

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, coinsurance, and copayments). Some people with QMB are also eligible for full Medicaid benefits (QMB+).
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).
- **Qualified Individual (QI):** Helps pay Part B premiums.

- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact the Medicaid agency for your state listed below.

Method	Department of Healthcare Finance (District of Columbia's Medicaid program) – contact information
CALL	202-442-5988
TTY	711
WRITE	441 4th Street NW, 900S, Washington, DC 20001
WEBSITE	dhcf.dc.gov

Method	Maryland Medical Assistance Program/HealthChoice – contact information
CALL	410-767-5800 or toll free 1-800-492-5231
TTY	1-800-735-2258 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	mmcp.dhmf.maryland.gov

Method	Virginia Department of Medical Assistance Services – contact information
CALL	804-786-6145 or toll free 1-800-643-2273
TTY	711
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Virginia Department of Medical Assistance Services – contact information
WEBSITE	dmasva.dmas.virginia.gov

SECTION 7. Information about programs to help people pay for their prescription drugs

Medicare's "Extra Help" Program

Medicare provides "Extra Help" to pay prescription drug costs for people who have limited income and resources. Resources include your savings and stocks, but not your home or car. If you qualify, you get help paying for any Medicare drug plan's monthly premium, yearly deductible, and prescription copayments. This "Extra Help" also counts toward your out-of-pocket costs.

People with limited income and resources may qualify for "Extra Help." Some people automatically qualify for "Extra Help" and don't need to apply. Medicare mails a letter to people who automatically qualify for "Extra Help."

You may be able to get "Extra Help" to pay for your prescription drug premiums and costs. To see if you qualify for getting "Extra Help," call:

- **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day, 7 days a week;
- The Social Security Office at **1-800-772-1213**, between 7 a.m. to 7 p.m., Monday through Friday. TTY users should call **1-800-325-0778**; or
- Your state Medicaid office (see Section 6 in this chapter for contact information).

If you believe you have qualified for "Extra Help" and you believe that you are paying an incorrect cost-sharing amount when you get your prescription at a pharmacy, our plan has established a process that allows you either to request assistance in obtaining evidence of your proper copayment level, or, if you already have the evidence, to provide this evidence to us.

If you aren't sure what evidence to provide us, please contact a network pharmacy or Member Services. The evidence is often a letter from either the state Medicaid or Social Security office that confirms you are qualified for "Extra Help." The evidence may also be state-issued documentation with your eligibility information associated with Home and Community-Based Services.

You or your appointed representative may need to provide the evidence to a network pharmacy when obtaining covered Part D prescriptions so that we may charge you the appropriate cost-sharing amount until the Centers for Medicare & Medicaid Services (CMS) updates its records to reflect your current status. Once CMS updates its records, you will no longer need to present the evidence to the pharmacy. Please provide your evidence in one of the following ways so we can forward it to CMS for updating:

- Write to Kaiser Permanente at:
California Service Center
Attn: Best Available Evidence
P.O. Box 232407
San Diego, CA 92193-2407
- Fax it to **1-877-528-8579**.
- Take it to a network pharmacy or your local Member Services office at a network facility.

When we receive the evidence showing your copayment level, we will update our system so that you can pay the correct copayment when you get your next prescription at the pharmacy. If you overpay your copayment, we will reimburse you. Either we will forward a check to you in the amount of your overpayment or we will offset future copayments. If the pharmacy hasn't collected a copayment from you and is carrying your copayment as a debt owed by you, we may make the payment directly to the pharmacy. If a state paid on your behalf, we may make payment directly to the state. Please contact Member Services if you have questions (phone numbers are printed on the back cover of this booklet).

Medicare Coverage Gap Discount Program

The Medicare Coverage Gap Discount Program provides manufacturer discounts on brand-name drugs to Part D enrollees who have reached the coverage gap and are not receiving "Extra Help." A 50% discount on the negotiated price (excluding the dispensing fee) is available for those brand-name drugs from manufacturers. The plan pays an additional 5% and you pay the remaining 45% for your brand-name drugs.

If you reach the coverage gap, we automatically apply the discount when your pharmacy bills you for your prescription. Your **Part D Explanation of Benefits (Part D EOB)** will show any discount provided. Both the amount you pay and the amount discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them, and move you through the coverage gap. The amount paid by the plan (5%) does not count toward your out-of-pocket costs.

You also receive some coverage for generic drugs. If you reach the coverage gap, our plan pays 42% of the price for generic drugs and you pay the remaining 58% of the price. For generic drugs, the amount paid by our plan (42%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap. Also, the dispensing fee is included as part of the cost of the drug.

The Medicare Coverage Gap Discount Program is available nationwide. Because our High Option plan offers additional gap coverage during the Coverage Gap Stage, your out-of-pocket costs will sometimes be lower than the costs described here. Please go to Chapter 6, Section 6, for more information about your coverage during the Coverage Gap Stage.

If you have any questions about the availability of discounts for the drugs you are taking or about the Medicare Coverage Gap Discount Program in general, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you have coverage from a State Pharmaceutical Assistance Program (SPAP)?

If you are enrolled in a State Pharmaceutical Assistance Program (SPAP), or any other program that provides coverage for Part D drugs (other than "Extra Help"), you still get the 50% discount on covered brand-name drugs. Also, the plan pays 5% of the costs of brand-name drugs in the coverage gap. The 50% discount and the 5% paid by the plan are both applied to the price of the drug before any SPAP or other coverage.

What if you have coverage from an AIDS Drug Assistance Program (ADAP)?

What is the AIDS Drug Assistance Program (ADAP)?

The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. **Note:** To be eligible for the ADAP operating in your state, individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status.

If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. Please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

What if you get "Extra Help" from Medicare to help pay your prescription drug costs? Can you get the discounts?

No. If you get "Extra Help," you already get coverage for your prescription drug costs during the coverage gap.

What if you don't get a discount, and you think you should have?

If you think that you have reached the coverage gap and did not get a discount when you paid for your brand-name drug, you should review your next **Part D Explanation of Benefits (Part D EOB)** notice. If the discount doesn't appear on your **Part D EOB**, you should contact us to make sure that your prescription records are correct and up-to-date. If we don't agree that you are owed a discount, you can appeal. You can get help filing an appeal from your State Health Insurance Assistance Program (SHIP) (telephone numbers are in Section 3 of this chapter) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

State Pharmaceutical Assistance Programs

Many states have State Pharmaceutical Assistance Programs that help some people pay for prescription drugs based on financial need, age, medical condition, or disabilities. Each state has different rules to provide drug coverage to its members.

In Maryland, the name of the State Pharmaceutical Assistance Program is Maryland Senior Prescription Drug Assistance Program (SPDAP). Maryland also has other programs that assist Maryland residents with drug expenses, which are the Kidney Disease Program and the AIDS Drug Assistance Program.

Method	Maryland Senior Prescription Drug Assistance Program (SPDAP) – contact information
CALL	1-800-551-5995
TTY	1-800-877-5156 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	628 Hebron Ave. Ste. 212, Glastonbury, CT 06033
WEBSITE	marylandspdap.com

Method	Maryland Kidney Disease Program – contact information
CALL	1-410-767-5000

Method	Maryland AIDS Drug Assistance Program – contact information
CALL	1-410-767-6535 or toll-free 1-800-205-6308

SECTION 8. How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – contact information
CALL	1-877-772-5772 Calls to this number are free. Available 9:00 a.m. to 3:30 p.m., Monday through Friday. If you have a touch-tone telephone, recorded information and automated services are available 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are not free.
WEBSITE	http://www.rrb.gov

SECTION 9. Do you have "group insurance" or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Member Services if you have any questions. You can ask about your (or your spouse's) employer or retiree health benefits, premiums, or the enrollment period. Phone numbers for Member Services are printed on the back cover of this booklet. You may also call **1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048)** with questions related to your Medicare coverage under this plan.

If you have other prescription drug coverage through your (or your spouse's) employer or retiree group, please contact that group's benefits administrator. The benefits administrator can help you determine how your current prescription drug coverage will work with our plan.

CHAPTER 3. Using our plan's coverage for your medical services

SECTION 1. Things to know about getting your medical care covered as a member of our plan 30

Section 1.1 What are "network providers" and "covered services"?..... 30

Section 1.2 Basic rules for getting your medical care covered by our plan 30

SECTION 2. Use providers in our network to get your medical care..... 31

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care 31

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP? 32

Section 2.3 How to get care from specialists and other network providers 33

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster 35

Section 3.1 Getting care if you have a medical emergency 35

Section 3.2 Getting care when you have an urgent need for services 36

Section 3.3 Getting care during a disaster 37

SECTION 4. What if you are billed directly for the full cost of your covered services? 37

Section 4.1 You can ask us to pay our share of the cost for covered services 37

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost 37

SECTION 5. How are your medical services covered when you are in a "clinical research study"?..... 38

Section 5.1 What is a "clinical research study"? 38

Section 5.2 When you participate in a clinical research study, who pays for what? 39

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution" 40

Section 6.1 What is a religious nonmedical health care institution?..... 40

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan? 40

SECTION 7. Rules for ownership of durable medical equipment 41

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan? 41

SECTION 1. Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using our plan to get your medical care covered. It gives you definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by our plan.

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the Medical Benefits Chart in the next chapter, Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

Section 1.1 What are "network providers" and "covered services"?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **"Providers"** are doctors and other health care professionals licensed by the state to provide medical services and care. The term "providers" also includes hospitals and other health care facilities.
- **"Network providers"** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan.
- **"Covered services"** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the Medical Benefits Chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care covered by our plan

As a Medicare health plan, our plan must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

We will generally cover your medical care as long as:

- **The care you receive is included in our plan's Medical Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- **You generally must receive your care from a network provider for our plan to cover the services.**
 - ♦ If we do not cover services you receive from an out-of-network provider, the services will be covered by Original Medicare if they are Medicare-covered services. Except for emergency or urgently needed services, if you get services covered by Original Medicare

from an out-of-network provider then you must pay Original Medicare's cost-sharing amounts. For information on Original Medicare's cost-sharing amounts, call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- ◆ You should get supplemental benefits from a network provider. If you get covered supplemental benefits, such as dental care, from an out-of-network provider, then you must pay the entire cost of the service.
- ◆ If an out-of-network provider sends you a bill that you think we should pay, please contact Member Services (phone numbers are printed on the back cover of this booklet). Generally, it is best to ask an out-of-network provider to bill Original Medicare first, and then to bill us for the remaining amount. We may require the out-of-network provider to bill Original Medicare. We will then pay any applicable Medicare coinsurance and deductibles minus your copayments on your behalf.
- **You have a network primary care provider** (a PCP) who is providing and overseeing your care. As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - ◆ In most situations, your network PCP must give you approval in advance before you can use other providers in our plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a "referral" (for more information about this, see Section 2.3 in this chapter).
 - ◆ Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 in this chapter).

SECTION 2. Use providers in our network to get your medical care

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a "PCP" and what does the PCP do for you?

As a member, you must choose a network provider to be your primary care provider. Your primary care provider is a physician in family medicine, adult medicine, general practice, or obstetrics/gynecology who meets state requirements and is trained to give you primary medical care.

Your PCP will provide most of your health care and will arrange or coordinate your covered care with other Medical Group physicians and other providers. If you need certain types of covered services or supplies, you must get approval in advance from your PCP. For specialty care and other services, your PCP will need to get prior authorization (prior approval) from us as described in Section 2.3 in this chapter.

You are free to get care from other Medical Group PCPs if your PCP is not available, and at any Kaiser Permanente medical office.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

How do you choose your PCP?

You may select a primary care plan physician from any of our available plan physicians who practice in these specialties: internal medicine, family medicine, and pediatrics. Also, women can select any available primary care plan physician from obstetrics/gynecology. Your PCP must be a Medical Group physician, unless we designate otherwise. If you do not select a PCP, then one will be selected for you from the available Medical Group physicians.

When you make a selection, it is effective immediately. To learn how to select a primary care plan physician, please call Member Services. You can also make your selection at **kp.org**. If there is a particular plan specialist or hospital that you want to use, check first to be sure your PCP makes referrals to that specialist, or uses that hospital.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our network of providers and you would have to find a new PCP.

To change your PCP, call Member Services. When you call, be sure to tell Member Services if you are seeing specialists or getting other covered services that need your PCP's approval (such as home health services and durable medical equipment). Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will tell you when the change to your new PCP will take effect. Generally, changes are effective the first of the month following the date when we receive your request.

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP?

You can get the services listed below without getting approval in advance from your PCP:

- Routine women's health care, which includes breast exams, screening mammograms (X-rays of the breast), Pap tests, and pelvic exams, as long as you get them from a network provider.
- Flu shots and Hepatitis B vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed services from network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, for example, when you are temporarily outside of our service area.
- If you visit the service area of another Kaiser Permanente region or Group Health Cooperative (GHC), you can receive certain care from designated providers in that service area. Please call Member Services for more information about getting care when visiting another Kaiser Permanente region's service area or the GHC service area, including coverage information and facility locations in parts of California, Colorado, Georgia, Hawaii, Idaho, Oregon, and Washington.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

Referrals from your PCP

You will usually see your PCP first for most of your routine health care needs. There are only a few types of covered services you may get on your own, without getting approval from your PCP first, which are described in Section 2.2. Also, your PCP will need to request authorization from our plan for referrals to specialists.

- If you are seeing a non-plan specialist when you enroll in our plan, you will be required in most instances to switch to a plan specialist. If your current specialist is not a plan specialist and you wish to continue to receive services from that non-plan specialist, you may continue to do so under your Original Medicare benefits, if he/she participates in the Medicare program. In that instance, you will be required to pay Original Medicare cost-sharing because the services will not be covered by our plan.

Prior authorization

For the services and items listed below and in Chapter 4, Sections 2.1 and 2.2, your PCP will need to get approval in advance from our plan or Medical Group (this is called getting "prior authorization"). Decisions regarding requests for authorization will be made only by licensed physicians or other appropriately licensed medical professionals. If you get these services and items without prior authorization by our plan or Medical Group, the care will not be covered by our plan and you will have to pay Original Medicare's out-of-pocket amounts for the care.

- **Inpatient care.** For nonemergency admissions, the Medical Group and our plan will coordinate your care and determine which hospital you will be admitted. Your PCP or specialist must receive prior authorization from us for nonemergency admissions, including admissions to behavioral health, skilled nursing facilities, or other inpatient settings. We will determine the most appropriate facility for care. Depending upon your medical needs, we may transfer you from one network hospital or other inpatient setting, to another network hospital where Medical Group physicians are always on duty. In addition, we may transfer you from one network skilled nursing facility to another where Medical Group physicians make rounds and are available for urgent care.
- Medically necessary transgender surgery and associated procedures.
- **Network specialty care.** When your PCP believes that you need specialty care, he or she will request authorization from us. If specialty care is medically necessary, we will send you a written referral and authorize an initial consultation and/or a specified number of visits. After your initial consultation with the network specialist, you must then return to your PCP unless we have authorized more visits as specified in the written referral that we gave you.

Don't return to the network specialist after your initial consultation visit unless we have authorized additional visits in your referral. Otherwise, the services will not be covered and you will be responsible for paying Original Medicare cost-sharing and out-of-pocket expenses, instead of our plan's cost-sharing amounts. Here are some other things you should know about obtaining specialty care:

- ◆ If you need to see a network specialist frequently because you have been diagnosed with a condition or disease that requires ongoing specialized care, your PCP and your attending network specialist may develop a treatment plan that allows you to see the network specialist without additional referrals. Your PCP must contact us and your network specialist must use our criteria when creating your treatment plan, and the network specialist will need to get authorization before starting any treatment.
- **Out-of-network specialty care.** If your PCP decides that you require covered services not available from network providers, he or she will recommend to the Medical Group that you be referred to an out-of-network provider inside or outside our service area. The appropriate Medical Group designee will authorize the services if he or she determines that the covered services are medically necessary and are not available from a network provider. Referrals to out-of-network physicians will be for a specific treatment plan, which may include a standing referral if ongoing care is prescribed. Please ask your network physician what services have been authorized. If the out-of-network specialist wants you to come back for more care, be sure to check if the referral covers more visits to the specialist. If it doesn't, please contact your PCP.
- After we are notified that you need **post-stabilization care** from an out-of-network provider following emergency care, we will discuss your condition with the out-of-network provider. If we decide that you require post-stabilization care and that this care would be covered if you received it from a network provider, we will authorize your care from the out-of-network provider only if we cannot arrange to have a network provider (or other designated provider) provide the care. Please see Section 3.1 in this chapter for more information.

What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.

- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us at **1-888-777-5536 (TTY 711)** so we can assist you in finding a new provider and managing your care.

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster

Section 3.1 Getting care if you have a medical emergency

What is a "medical emergency" and what should you do if you have one?

A "medical emergency" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call **911** for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. The number to call is listed on the back of your membership card.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. High Option, Standard Option, and Standard Part B Only Option plan members, may get covered emergency medical care (including ambulance) when you need it anywhere in the world (claim forms required). For more information, see the Medical Benefits Chart in Chapter 4 of this booklet.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be either covered by our plan or Original Medicare. If your emergency care is provided by out-of-network providers, we will try to arrange for network

providers to take over your care as soon as your medical condition and the circumstances allow and we may choose to move you to a hospital where Medical Group physicians are always on duty. Our plan will cover your post-stabilization care if the services are provided by network providers, authorized by our plan, or the care is covered out-of-area urgent care. Otherwise, your post-stabilization care will be covered by Original Medicare and you will have to pay Original Medicare cost-sharing for post-stabilization care.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care—thinking that your health is in serious danger—and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, we will cover your care as long as you reasonably thought your health was in serious danger.

However, after the doctor has said that it was not an emergency, we will cover additional care only if you go to a network provider to get the additional care. If you get additional care from an out-of-network provider after the doctor says it was not an emergency, you will normally have to pay Original Medicare's cost-sharing.

Section 3.2 Getting care when you have an urgent need for services

What are "urgently needed services"?

"Urgently needed services" are a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers, or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are in our service area when you have an urgent need for care?

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible, and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

We know that sometimes it's difficult to know what type of care you need. That's why we have telephone advice nurses available to assist you. Our advice nurses are registered nurses specially trained to help assess medical symptoms and provide advice over the phone, when medically appropriate. Whether you are calling for advice or to make an appointment, you can speak to an advice nurse. They can often answer questions about a minor concern, tell you what to do if a network facility is closed, or advise you about what to do next, including making a same-day urgent care appointment for you if it's medically appropriate.

To speak with an advice nurse or make an appointment, please refer to your **Provider Directory** for appointment and advice telephone numbers.

What if you are outside our service area when you have an urgent need for care?

When you are outside the service area and cannot get care from a network provider, we will cover urgently needed services that you get from any provider. The High Option, Standard

Option, and Standard Part B Only Option plans cover urgently needed services anywhere in the world. For both Basic plans, coverage is limited to the United States and its territories.

Section 3.3 Getting care during a disaster

If the governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from us.

Please visit the following website—**kp.org**—for information on how to obtain needed care during a disaster.

Generally, during a disaster, we will allow you to obtain care from out-of-network providers at in-network cost-sharing. If you cannot use a network pharmacy during a disaster, you may be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section 2.5, for more information.

SECTION 4. What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay our share of the cost for covered services

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services or drugs," for information about what to do.

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost

Our plan covers all medical services that are medically necessary, listed in the Medical Benefits Chart (this chart is in Chapter 4 of this booklet), and obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by Original Medicare or are not covered by our plan. Also you will be responsible for payment if you obtain a plan service that was, obtained out-of-network and was not authorized. You have the right to seek care from any provider that is qualified to treat Medicare members. However, Original Medicare pays your claims and you must pay your cost-sharing.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has more information about what to do if you want a coverage decision from us or

want to appeal a decision we have already made. You may also call Member Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service, unless the plan offers, as a covered supplemental benefit, coverage beyond Original Medicare's limits. Any amounts you pay after the benefit has been exhausted will not count toward the out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

SECTION 5. How are your medical services covered when you are in a "clinical research study"?

Section 5.1 What is a "clinical research study"?

A clinical research study (also called a "clinical trial") is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has not approved, you will be responsible for paying all costs for your participation in the study.

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study and you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do not need to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do not need to be part of our plan's network of providers.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

Here is why you need to tell us:

- We can let you know whether the clinical research study is Medicare-approved.
- We can tell you what services you will get from clinical research study providers instead of from our plan.

If you plan on participating in a clinical research study, contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 5.2 When you participate in a clinical research study, who pays for what?

Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

Original Medicare pays most of the cost of the covered services you receive as part of the study.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will not pay for the new item or service that the study is testing, unless Medicare would cover the item or service even if you were not in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

Do you want to know more?

You can get more information about joining a clinical research study by reading the publication "Medicare and Clinical Research Studies" on the Medicare website (<http://www.medicare.gov>). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution"

Section 6.1 What is a religious nonmedical health care institution?

A religious nonmedical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility care. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious nonmedical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (nonmedical health care services). Medicare will only pay for nonmedical health care services provided by religious nonmedical health care institutions.

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan?

To get care from a religious nonmedical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is "non-excepted."

- "Non-excepted" medical care or treatment is any medical care or treatment that is voluntary and not required by any federal, state, or local law.
- "Excepted" medical treatment is medical care or treatment that you get that is not voluntary or is required under federal, state, or local law.

To be covered by our plan, the care you get from a religious nonmedical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to nonreligious aspects of care.
- If you get services from this institution that are provided to you in your home, we will cover these services only if your condition would ordinarily meet the conditions for coverage of services given by home health agencies that are not religious nonmedical health care institutions.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
 - ◆ You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
 - ◆ – *and* – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

Note: Covered services are subject to the same limitations and cost-sharing required for services provided by network providers as described in Chapters 4 and 12.

SECTION 7. Rules for ownership of durable medical equipment

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment includes items such as oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a provider for use in the home. Certain items, such as prosthetics, are always owned by the member. In this section, we discuss other types of durable medical equipment that must be rented.

In Original Medicare, people who rent certain types of durable medical equipment own the equipment after paying copayments for the item for 13 months. As a member of our plan, however, you usually will not acquire ownership of rented durable medical equipment items no matter how many copayments you make for the item while a member of our plan. Under certain limited circumstances we will transfer ownership of the durable medical equipment item. Call Member Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

What happens to payments you have made for durable medical equipment if you switch to Original Medicare?

If you switch to Original Medicare after being a member of our plan and you did not acquire ownership of the durable medical equipment item while in our plan, you will have to make 13 new consecutive payments for the item while in Original Medicare in order to acquire ownership of the item. Your previous payments while in our plan do not count toward these 13 consecutive payments.

If you made payments for the durable medical equipment item under Original Medicare before you joined our plan, these previous Original Medicare payments also do not count toward the 13 consecutive payments. You will have to make 13 consecutive payments for the item under Original Medicare in order to acquire ownership. There are no exceptions to this case when you return to Original Medicare.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay)

SECTION 1. Understanding your out-of-pocket costs for covered services 43

Section 1.1 Types of out-of-pocket costs you may pay for your covered services 43

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?..... 43

Section 1.3 Our plan does not allow providers to "balance bill" you 44

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay 45

Section 2.1 Your medical benefits and costs as a member of our plan..... 45

SECTION 3. What services are not covered by our plan? 94

Section 3.1 Services we do *not* cover (exclusions) 94

SECTION 1. Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. It includes a Medical Benefits Chart that lists your covered services and shows how much you will pay for each covered service as a member of our plan. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services. In addition, please see Chapters 3, 11, and 12 for additional coverage information, including limitations (for example, coordination of benefits, durable medical equipment, home health care, skilled nursing facility care, and third party liability).

Also, be sure to read the Amendment titled "What You Need to Know – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices" for more information about your additional coverage.

Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- A "**copayment**" is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your copayments.)
- "**Coinsurance**" is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service, unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your coinsurance.)

Some people qualify for state Medicaid programs to help them pay their out-of-pocket costs for Medicare. These "Medicare Savings Programs" include the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), and Qualified Disabled & Working Individuals (QDWI) programs. If you are enrolled in one of these programs, you may still have to pay a copayment for the service, depending upon the rules in your state.

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?

There is a limit to how much you have to pay out-of-pocket each year for in-network medical services that are covered under Medicare Part A and Part B (see the Medical Benefits Chart in Section 2 below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of our plan, the most you will have to pay out-of-pocket for in-network covered Part A and Part B services in 2016 is **\$3,400** for High Option plan members, **\$5,500** for Standard Option or Standard Part B Only Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members. The amounts you pay for copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premiums and for your Part D prescription drugs do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk (*) in the Medical Benefits Chart.

If you reach the maximum out-of-pocket amount of **\$3,400** for High Option plan members, **\$5,500** for Standard Option or Standard Part B Only Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members, you will not have to pay any out-of-pocket costs for the rest of the year for in-network covered Part A and Part B services. However, you must continue to pay your plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 1.3 Our plan does not allow providers to "balance bill" you

As a member of our plan, an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don't pay certain provider charges. Here is how this protection works:

- If your cost-sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost-sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends upon which type of provider you see:
 - ◆ If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate (as determined in the contract between the provider and our plan).
 - ◆ If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
 - ◆ If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for nonparticipating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
- If you believe a provider has "balance billed" you, call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of our plan

The Medical Benefits Chart on the following pages lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare-covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) must be medically necessary. "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered by our plan. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
 - ◆ If you get Medicare-covered services from an out-of-network provider and we do not cover the services, Original Medicare will cover the services. For any services covered by Original Medicare instead of our plan, you must pay Original Medicare's cost-sharing amounts.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in our plan's network. This is called giving you a "referral." Chapter 3 provides more information about getting a referral and the situations when you do not need a referral.
- Some of the services listed in the Medical Benefits Chart are covered only if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from us. Covered services that need approval in advance are marked in the Medical Benefits Chart with a footnote (†). In addition, see Section 2.2 in this chapter and Chapter 3, Section 2.3, for more information about prior authorization, including other services that require prior authorization that are not listed in the Medical Benefits Chart.

Other important things to know about our coverage:

- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay more in our plan than you would in Original Medicare. For others, you pay less. (If you want to know more about the coverage and costs of Original Medicare, look in your **Medicare & You** 2016 handbook. View it online at <http://www.medicare.gov> or ask for a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.)

- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.

Sometimes Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2016, either Medicare or our plan will cover those services.

 You will see this apple next to the preventive services in the Medical Benefits Chart.

Note: The Medical Benefits Chart below describes the medical benefits of the following Kaiser Permanente Medicare Plus plans:

- **High Option.**
- **Standard Option.**
- **Standard Part B Only Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

Medical Benefits Chart

Services that are covered for you	What you must pay when you get these services
<p> Abdominal aortic aneurysm screening</p> <p>A one-time screening ultrasound for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for this preventive screening.</p>
<p>Ambulance services</p> <ul style="list-style-type: none"> Covered ambulance services include fixed wing, rotary wing, and ground ambulance services to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by our plan. †Nonemergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. 	<p>You pay the following per one-way trip, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$150 for High Option plan members. \$225 for Standard Option or Standard Part B Only Option plan members. \$375 for Basic Option or Basic Part B Only Option plan members.
<p> Annual routine physical exams for High Option and both Standard Option plans</p> <p>Routine physical exams are covered if the exam is medically appropriate preventive care in accord with generally accepted professional standards of practice. This exam is covered once every 12 months.</p> <ul style="list-style-type: none"> Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>There is no coinsurance, copayment, or deductible for this preventive care for High Option, Standard Option, or Standard Part B Only Option plan members.</p>
<p> Annual wellness visit</p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Note: Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a "Welcome to Medicare" visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>	
<p> Bone mass measurement†</p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
<p> Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39. • One screening mammogram every 12 months for women age 40 and older. • Clinical breast exams once every 24 months. 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p>Cardiac rehabilitation services†</p> <p>Comprehensive programs for cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's referral. Our plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating well.</p>	
<p> Cardiovascular disease testing†</p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every five years (60 months).</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years.</p>
<p> Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical cancer or have had an abnormal Pap test and are of childbearing age: one Pap test every 12 months. 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>
<p>Chiropractic services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • We cover only manual manipulation of the spine to correct subluxation. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option, Standard Part B Only Option, Basic Option, or Basic Part B Only Option plan members.
<p> Colorectal cancer screening</p> <ul style="list-style-type: none"> • For people 50 and older, the following are covered: <ul style="list-style-type: none"> ◆ Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months. ◆ Fecal occult blood test, every 12 months. • For people at high risk of colorectal cancer, we cover a screening colonoscopy (or screening barium enema as an alternative) every 24 months. 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> For people not at high risk of colorectal cancer, we cover a screening colonoscopy every 10 years (120 months), but not within 48 months of a screening sigmoidoscopy. 	
<p>Dental services for High and both Standard plans*†</p> <ul style="list-style-type: none"> In general, preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are not covered by Original Medicare. However, for High Option, Standard Option, or Standard Part B Only Option plan members, we cover preventive and comprehensive dental care when provided by a participating dental provider as described at the end of this chart under "Dental benefits and fee schedule for High Option, Standard Option, or Standard Part B Only Option plan members" (please refer to that section for details about preventive and comprehensive dental coverage). Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Refer to "Dental benefits and fee schedule" at the end of the Medical Benefits Chart for cost-sharing information for High Option, Standard Option, or Standard Part B Only Option plan members.</p>
<ul style="list-style-type: none"> Accidental dental services: Prompt repair, but not replacement, of sound natural teeth within one year of the accident, when services begin within 60 days of the injury. Note: Injuries incurred while eating or chewing are not covered. <p>Limitations:</p> <ul style="list-style-type: none"> For Maryland or D.C. residents, Health Plan pays up to a \$2,000 maximum benefit per accident (this limit does not apply to residents of Virginia). Services must be provided by a plan provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$20 for High Option plan members. \$40 for Standard Option or Standard Part B Only Option plan members. \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Depression screening</p> <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>Covered items include, but are not limited to: wheelchairs, crutches, hospital bed, IV infusion pump, oxygen equipment, nebulizer, and walker.</p> <p>We cover all medically necessary durable medical equipment covered by Original Medicare. If our supplier in your area does not carry a particular brand or manufacturer, you may ask them if they can special order it for you. The most recent list of suppliers is available on our website at kp.org.</p> <p>You may also obtain any medically necessary durable medical equipment from any supplier that contracts with fee-for-service Medicare (Original Medicare). However, if our plan does not contract with this supplier, you will have to pay the cost-sharing under fee-for-service Medicare.</p>	
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <ul style="list-style-type: none"> • High Option, Standard Option, and Standard Part B Only Option plan members have worldwide emergency care coverage. • Basic Option and Basic Part B Only Option plan members have coverage while inside the United States and its territories. 	<p>\$75 per Emergency Department visit.</p> <p>This copayment does not apply if you are admitted directly to the hospital as an inpatient within 48 hours (it does apply if you are admitted as anything other than an inpatient; for example, it does apply if you are admitted for observation).</p> <p>†If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by our plan and your cost is the cost-sharing you would pay at a network hospital.</p>
<ul style="list-style-type: none"> • For High Option, Standard Option, and Standard Part B Only Option plan members, outpatient prescription drugs prescribed and provided outside the United States as part of covered emergency care are 	<ul style="list-style-type: none"> • For High Option, Standard Option, or Standard Part B Only Option plan members, you pay the following for outpatient

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>covered. These drugs are not covered under the Medicare Part D benefit and payments made for these drugs will not count toward your initial coverage limit or total out-of-pocket costs.</p>	<p>prescription drugs up to a 30-day supply:</p> <ul style="list-style-type: none"> ◆ Generic drug: \$33. ◆ Brand-name drug: \$95. <ul style="list-style-type: none"> ● Not covered for Basic Option or Basic Part B Only Option plan members.
<p> Health and wellness education programs for High and both Standard plans</p> <p>These are programs focused on clinical health conditions such as hypertension, cholesterol, asthma, and special diets. Programs are designed to enrich the health and lifestyles of members include weight management, fitness, and stress management classes at Kaiser Permanente medical centers. They include online recipes, information on a variety of health topics, a health encyclopedia, a drug encyclopedia, online health calculators which help members check their progress to better health, walking, and weight control programs. We offer healthy living seminars conducted by health care professionals, physical activity programs, and health fair activities including preventive care screenings and services that involve working with Kaiser Permanente representatives to complete and review total health assessments. Access to this information as well as online sign-up for classes available in your area can be found at kp.org/myhealth after selecting your region.</p>	<ul style="list-style-type: none"> ● No charge for High Option, Standard Option, or Standard Part B Only Option plan members. ● Not covered for Basic Option or Basic Part B Only Option plan members.
<p>Hearing services†</p> <ul style="list-style-type: none"> ● Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> ● \$20 for High Option plan members. ● \$40 for Standard Option or Standard Part B Only Option plan members. ● \$50 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p> HIV screening</p> <ul style="list-style-type: none"> • For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover one screening exam every 12 months. • For women who are pregnant, we cover up to three screening exams during a pregnancy. 	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered preventive HIV screening.</p>
<p>Home health agency care†</p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Part-time or intermittent skilled nursing and home health aide services. To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week. • Physical therapy, occupational therapy, and speech therapy. • Medical and social services. • Medical equipment and supplies. 	<p>No charge.</p> <p>Note: There is no cost -sharing for home health care services and items provided in accord with Medicare guidelines. However, the applicable cost-sharing listed elsewhere in this Medical Benefits Chart will apply if the item is covered under a different benefit; for example, durable medical equipment not provided by a home health agency.</p>
<p>Home infusion therapy</p> <p>We cover home infusion supplies and drugs if all of the following are true:</p> <ul style="list-style-type: none"> • Your prescription drug is on our Medicare Part D formulary. • We approved your prescription drug for home infusion therapy. • Your prescription is written by a network provider and filled at a network home-infusion pharmacy. 	<p>No charge.</p>
<p>Hospice care for members with Medicare Parts A and B</p>	<p>When you enroll in a Medicare-certified hospice program, your</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have six months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none">• Drugs for symptom control and pain relief.• Short-term respite care.• Home care. <p>*For hospice services and services that are covered by Medicare Part A or B and are related to your terminal prognosis: Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.</p> <p>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need nonemergency, non-urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network:</p> <ul style="list-style-type: none">• If you obtain the covered services from a network provider, you only pay the plan cost-sharing amount for in-network services.• *If you obtain the covered services from an out-of-network provider, you pay the cost-sharing under Fee-for-Service Medicare (Original Medicare). <p>For drugs that may be covered by our plan's Part D benefit: Drugs are never covered by both hospice and our plan at the same time. For more information, please see Chapter 5, Section 9.4, "What if you're in Medicare-certified hospice."</p> <p>Note: If you need nonhospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services. Getting your nonhospice care through</p>	<p>hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not our plan.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>our network providers will lower your share of the costs for the services.</p> <ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$35 for Basic Option plan members.
<p>Hospice care for members with Medicare Part B Only (Standard or Basic Part B Only plans)</p> <ul style="list-style-type: none"> • Our plan, rather than Original Medicare, covers hospice care for members who do not have Medicare Part A. Members must receive hospice services from network providers. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for Standard Part B Only Option plan members. • \$35 for Basic Part B Only Option plan members.
<p> Immunizations</p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> • Pneumonia vaccine. • Flu shots, once a year in the fall or winter. • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B. • Other vaccines if you are at risk and they meet Medicare Part B coverage rules. 	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We also cover some vaccines under our Part D prescription drug benefit.</p>	
<p>In addition, we cover the following routine immunization endorsed by the Centers for Disease Control and Prevention (CDC) that is not covered by Medicare Part B:</p> <ul style="list-style-type: none"> • Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under childhood immunizations). 	<p>No charge.</p>
<p>Infertility services for High Option and both Standard Option plan members †</p> <p>Medically necessary services only.</p> <ul style="list-style-type: none"> • Infertility services are not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Inpatient You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members. • \$675 for Standard Option or Standard Part B Only Option plan members. <p>Outpatient surgery You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Part B Only Option plan members. <p>Office visits You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Part B Only Option plan members.</p> <p>Related prescription drugs:</p> <ul style="list-style-type: none"> • 50% coinsurance.
<p>Inpatient hospital care[†]</p> <p>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>For High Option, Standard Option, or Standard Part B Only Option plan members, there is no limit to the number of medically necessary hospital days or services that are generally and customarily provided by acute care general hospitals.</p> <p>For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Regular nursing services. • Costs of special care units (such as intensive care or coronary care units). • Drugs and medications. • Lab tests. • X-rays and other radiology services. • Necessary surgical and medical supplies. • Use of appliances, such as wheelchairs. • Operating and recovery room costs. • Physical, occupational, and speech language therapy. • Inpatient substance abuse services for medical management of withdrawal symptoms associated with substance abuse (detoxification). 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>[†]If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would pay at a network hospital.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are at a distant location, you may choose to go locally or distant as long as the local transplant providers are willing to accept the Original Medicare rate. If we provide transplant services at a distant location (outside of the service area) and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Physician services. 	
<p>Note: To be an "inpatient," your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Inpatient mental health care†</p> <p>Covered services include mental health care services that require a hospital stay.</p> <ul style="list-style-type: none"> • We cover up to 190-days per lifetime for inpatient stays in a Medicare-certified psychiatric hospital. The number 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>of covered lifetime hospitalization days is reduced by the number of inpatient days for mental health treatment previously covered by Medicare in a psychiatric hospital.</p> <ul style="list-style-type: none"> • The 190-day limit does not apply to mental health stays in a psychiatric unit of a general hospital. • For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period. 	<p>subsequent covered hospital stays within the same benefit period).</p> <ul style="list-style-type: none"> • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Inpatient services covered during a noncovered inpatient stay†</p> <p>If you have exhausted your inpatient mental health or skilled nursing facility (SNF) benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient or SNF stay. However, in some cases, we will cover certain services you receive while you are in the hospital or SNF.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Physician services. • Physical therapy, speech therapy, and occupational therapy. • Radium, and isotope therapy, including technician materials and services 	<p>You pay the following for covered outpatient services and other items covered under Medicare Part B depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
Basic Option or Basic Part B Only Option plan members.	
<ul style="list-style-type: none"> • Diagnostic tests (like lab tests). • X-ray. 	No charge.
<ul style="list-style-type: none"> • Surgical dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	20% coinsurance.
<ul style="list-style-type: none"> • Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices. • Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes (including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition). 	20% coinsurance.
<p>Medical foods</p> <p>Coverage is provided for medical foods and modified food products.</p>	25% coinsurance.
<p> Medical nutrition therapy†</p> <p>This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor.</p> <p>We cover three hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare health plan, or Original Medicare), and two hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew his or her referral yearly if your treatment is needed into the next calendar year.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered medical nutrition therapy services.</p>
<p>Medicare Part B prescription drugs</p> <p>These drugs are covered under Part B of Original Medicare.</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services. • Certain oral anti-cancer drugs and anti-nausea drugs. • Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa). • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Drugs you take using durable medical equipment (such as nebulizers) that were authorized by our plan. • Clotting factors you give yourself by injection if you have hemophilia. • Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant. • Antigens. • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases. <p>Chapter 5 explains the Part D prescription drug benefit, including rules you must follow to have prescriptions covered. What you pay for your Part D prescription drugs through our plan is explained in Chapter 6.</p>	<p>For all other Medicare Part B prescription drugs, you pay the following, depending upon the plan in which you are enrolled and the type of pharmacy and drug:</p> <p>Network pharmacy located at a Kaiser Permanente facility or our mail order pharmacy up to a 30-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ♦ \$15 for High Option, Standard Option, or Standard Option Part B Only plan members. ♦ \$17 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ♦ \$42 for High Option, Standard Option, or

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Standard Option Part B Only plan members.</p> <ul style="list-style-type: none"> ◆ \$45 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy (an affiliated pharmacy) up to a 30-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$20 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$47 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$50 for Basic Option or Basic Part B Only Option plan members. <p>Mail-order pharmacy up to a 90-day supply</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$30 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$84 for High Option, Standard Option, or Standard Option Part B Only plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$90 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy up to a 90-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$45 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$51 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$126 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$135 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy up to a 90-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$60 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$102 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$141 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$150 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Morbid obesity†</p> <p>We cover diagnosis and treatment of morbid obesity that is recognized by the National Institutes of Health and is consistent with guidelines approved by the National Institutes of Health. BMI means a practical marker that is used to assess the degree of obesity and is calculated by dividing the weight in kilograms divided by height in meters squared.</p> <p>You must be at least 18 years of age or older and have either:</p> <ul style="list-style-type: none"> • A body mass index (BMI) of 50 or greater or • A BMI of 35 up to 49.9 when a combination of the following severe or life threatening conditions are also present: <ul style="list-style-type: none"> ◆ Sleep apnea. ◆ Diabetes. ◆ Degenerative joint disease of weight-bearing joints. ◆ Hypertension. ◆ Congestive heart failure and/or cardiomyopathy. ◆ Other severe or life threatening conditions directly related to obesity, when recommended by your plan provider. <p>Note: You will need to meet the above qualifications before your plan provider will refer you to our bariatric surgery program. This program may refer you to other plan providers to determine if you meet the additional criteria necessary for bariatric surgery, including nutritional, psychological, medical and social readiness for surgery. Final approval for surgical treatment will be required from the plan-designated physician.</p>	<p>Inpatient</p> <p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Part B Only Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Office visits</p> <p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Standard Option or Standard Part B Only Option plan members.</p> <ul style="list-style-type: none"> • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies†</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays. • Laboratory tests. • Electrocardiograms and electroencephalograms. • Blood – including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. <hr/> <ul style="list-style-type: none"> • Radiation (radium and isotope) therapy, including technician materials and supplies. 	<p>No charge.</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Option Part B Only plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$60 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Surgical supplies, such as dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Interventional radiology. • Other outpatient diagnostic tests. <ul style="list-style-type: none"> ♦ Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. 	<p>You pay the following per procedure, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option plan members. • \$100 for Standard Option or Standard Option Part B Only plan members. • 20% coinsurance for Basic Option or Basic Option Part B Only plan members.
<p>Outpatient hospital services†</p> <p>We cover medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery. 	<p>Emergency Department</p> <ul style="list-style-type: none"> • \$75 per visit. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • X-rays and other radiology services billed by the hospital. • Laboratory tests billed by the hospital. • Blood transfusion (administration). 	<p>No charge when received as part of the outpatient visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Certain drugs and biologicals that you can't give yourself. • 	
<ul style="list-style-type: none"> • Medical supplies such as splints and casts. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Certain screenings and preventive services. 	<p>No charge for preventive services that are covered at no cost under Original Medicare.</p>
<ul style="list-style-type: none"> • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it. 	<p>You pay the following per day, for partial hospitalization depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option or Standard Part B Only Option plan members. • \$55 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Dental anesthesia and related hospital or ambulatory facility charges are covered when provided in conjunction with dental care to a member who is: <ul style="list-style-type: none"> ◆ seven years of age or younger or is developmentally disabled; and ◆ an individual for whom a successful result cannot be expected from care provided under local anesthesia because of a physical, intellectual, or other medically compromising condition; and ◆ an individual for whom a superior result can be expected from dental care provided under general anesthesia; or ◆ an extremely uncooperative, fearful, or uncommunicative child who is 17 years of age or younger with dental needs of such magnitude that treatment should not be delayed or deferred; and ◆ an individual for whom lack of treatment can be expected to result in oral pain, infection, loss of teeth, or other increased oral or dental morbidity; or 	<p>Outpatient surgery</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Note: If the procedure results in a situation that requires hospitalization and you are admitted as an inpatient, the cost-sharing for inpatient care would also apply (see "Inpatient hospital care")</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>◆ an adult age 17 and older when the Member's medical condition (e.g., heart disease, hemophilia) requires that dental service be performed in a hospital or ambulatory surgical center for the safety of the member.</p> <hr/> <p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	<p>section in this Medical Benefits Chart for cost-sharing information).</p>
<p>Outpatient mental health care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option or Standard Part B Only Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient rehabilitation services†</p> <ul style="list-style-type: none"> • Covered services include: physical therapy, occupational therapy, and speech language therapy. • Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs). 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option, Standard Part B Only Option, Basic Option, or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Outpatient substance abuse services† Treatment for substance abuse is covered if medically necessary and reasonable for the patient's condition.</p>	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option or Standard Part B Only Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers†</p> <p>Note: If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p>Partial hospitalization services† "Partial hospitalization" is a structured program of active psychiatric treatment, provided in a hospital outpatient setting or by a community mental health center that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.</p> <p>Note: Because there are no community mental health centers in our network, we cover partial hospitalization only in a hospital outpatient setting.</p>	<p>You pay the following per day, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option or Standard Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$55 for Basic Option or Basic Part B Only Option plan members.
<p>Physician/practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location. • †Consultation, diagnosis, and treatment by a specialist. • †Basic hearing and balance exams performed by a PCP or specialist, if your doctor orders it to see if you need medical treatment. • Second opinion by another network provider prior to surgery. • †Nonroutine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician). • †Family planning and consultation services. • Allergy consultations and evaluations†. • †Allergy testing and treatment. • †Allergy injections. • House calls. • Postpartum care. • †Prenatal care. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Allergy serum. • For High Option and both Standard Option plans, interactive video visits for professional services when care can be provided in this format as determined by a plan provider. • For High Option and both Standard Option plans, scheduled telephone appointment visits for professional 	<p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>services when care can be provided in this format as determined by a plan provider.</p> <ul style="list-style-type: none"> ◆ Interactive video and scheduled telephone appointment visits are not covered for Basic Option or Basic Part B Only Option plan members 	
<p>Podiatry services[†]</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). • Routine foot care for members with certain medical conditions affecting the lower limbs. 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam. • Prostate Specific Antigen (PSA) test. 	<p>There is no coinsurance, copayment, or deductible for an annual digital rectal exam or PSA test.</p>

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Prosthetic devices and related supplies†</p> <p>Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to: colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery (see "Vision care" later in this section for more detail).</p>	<ul style="list-style-type: none"> • 20% coinsurance for external prosthetic or orthotic devices and supplies, including wound care supplies. • No charge for surgically implanted internal devices.
<p>Pulmonary rehabilitation services</p> <p>Comprehensive programs for pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Screening and counseling to reduce alcohol misuse</p> <p>We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to two individual 20- to 30-minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>	<p>counseling to prevent STIs preventive benefit.</p>
<p>Services to treat kidney disease and conditions†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments). • Home dialysis equipment and supplies. • Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply). 	<p>No charge.</p>
<ul style="list-style-type: none"> • Outpatient dialysis treatments. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option, Standard Option, or Standard Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care). <p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B drugs, please go to the section called "Medicare Part B prescription drugs."</p>	<ul style="list-style-type: none"> \$30 for Basic Option or Basic Part B Only Option plan members. <p>No additional charge for services received during a hospital stay. Refer to the "Inpatient hospital care" section of this Medical Benefits Chart for the cost-sharing applicable to inpatient stays.</p>
<p>Skilled nursing facility (SNF) care† (For a definition of "skilled nursing facility care," see Chapter 12 of this booklet. Skilled nursing facilities are sometimes called "SNFs.")</p> <p>We cover up to 100 days per benefit period of skilled inpatient services in a skilled nursing facility in accord with Medicare guidelines (a prior hospital stay is not required).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> Semiprivate room (or a private room if medically necessary). Meals, including special diets. Skilled nursing services. Physical therapy, occupational therapy, and speech therapy. Drugs administered to you as part of your plan of care (this includes substances that are naturally present in the body, such as blood clotting factors). Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> No charge for days 1–20 for all plans. \$110 per day, for days 21–100 for High Option plan members. \$150 per day, for days 21–100 for Standard Option or Standard Part B Only Option plan members. \$160 per day, for days 21–100 for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>someone else. All other components of blood are covered beginning with the first pint used.</p> <ul style="list-style-type: none"> • Medical and surgical supplies ordinarily provided by SNFs. • Laboratory tests ordinarily provided by SNFs. • X-rays and other radiology services ordinarily provided by SNFs. • Use of appliances such as wheelchairs ordinarily provided by SNFs. • Physician/practitioner services. 	<p>sharing will continue until the benefit period ends.</p>
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</p> <p>If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost-sharing. Each counseling attempt includes up to four face-to-face visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p>Urgently needed services</p> <p>Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <ul style="list-style-type: none"> • Inside our service area: You must obtain urgent care from network providers, unless our provider network is temporarily unavailable or inaccessible due to an unusual and extraordinary circumstance (for example, major disaster). 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$65 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Outside our service area: You have urgent care coverage when you travel if you need medical attention right away for an unforeseen illness or injury and you reasonably believed that your health would seriously deteriorate if you delayed treatment until you returned to our service area. • High Option, Standard Option, and Standard Part B Only Option plan members have worldwide urgent care coverage. • Basic Option and Basic Part B Only Option plan members have urgent care coverage while inside the United States and its territories. <p>See Chapter 3, Section 3, for more information.</p>	<p>Emergency Department \$75 per Emergency Department visit.</p>
<p>Vision care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. However, for High Option and both Standard Option plans, we cover routine eye exams (eye refraction exams) to determine the need for vision correction and to provide a prescription for eyeglass lenses. <ul style="list-style-type: none"> ◆ (Routine eye exams are not covered under either Basic plan.) 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • 🍏 For people who are at high risk of glaucoma, such as people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older: glaucoma screening once per year. 	<p>No charge.</p>
<ul style="list-style-type: none"> • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) 	<p>20% coinsurance.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Corrective lenses/frames (and replacements) needed after a cataract removal without a lens implant. <p>Note: Members may request insertion of presbyopia-correcting intraocular lenses (IOLs) in place of a conventional IOL following cataract surgery. The member is responsible for payment of that portion of the charge for the IOL and associated services that exceed the charge for insertion of a conventional IOL following cataract surgery.</p>	
<p>*Additional eyewear benefits for High Option, Standard Option, or Standard Part B Only Option members:</p> <ul style="list-style-type: none"> • Eyeglass lenses: Regular eyeglass lenses, including add-ons. Regular eyeglass lenses are any lenses with a refractive value or a balance lens if only one eye needs correction. • Eyeglass frames: Eyeglass frames, including the mounting of eyeglass lenses in the frame, original fitting of the frames, and subsequent adjustment. 	<ul style="list-style-type: none"> • 75% of Plan Charges per calendar year for High Option, Standard Option, or Standard Part B Only Option members. • Not covered for Basic Option or Basic Option B Only plan members.
<ul style="list-style-type: none"> • Contact lenses: Coverage for the initial purchase of contact lenses only for the first time you are examined for contact lenses at a Kaiser Permanente facility. This discount includes: Fitting of contact lenses, initial pair of lenses, training for the insertion and removal of contact lens, and three months of follow-up visits. 	<ul style="list-style-type: none"> • 85% of Plan Charges per calendar year for High Option, Standard Option, or Standard Part B Only Option members. • Not covered for Basic Option or Basic Option B Only plan members.
<p> "Welcome to Medicare" preventive visit</p> <p>Our plan covers the one-time "Welcome to Medicare" preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p>Important: We cover the "Welcome to Medicare" preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" preventive visit.</p>	<p>There is no coinsurance, copayment, or deductible for the "Welcome to Medicare" preventive visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
Note: Refer to Chapter 1 (Section 7) and Chapter 11 for information about coordination of benefits that applies to all covered services described in this Medical Benefits Chart.	
Dental benefits and fee schedule for High Option, Standard Option, or Standard Part B Only Option plan members*†	
Note: Dental benefits are not covered for Basic Option or Basic Option B Only plan members.	
General terms and conditions	
<ul style="list-style-type: none">• Subject to the terms, conditions, limitations, and exclusions specified in this Kaiser Permanente Medicare Plus Evidence of Coverage including Chapter 12, "Definitions of Important Words," you may receive Covered Dental Services from Participating Dental Providers.• Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. has entered into an Agreement with Dental Administrator to provide Covered Dental Services through Participating Dental Providers.• Only the dental procedures listed in the dental fee schedule below are covered dental services. When you receive any of the listed procedures from a Participating Dental Provider, you will pay the fee listed for that service. The Participating Dental Provider has agreed to accept that fee as payment in full for that procedure. Neither Kaiser Permanente nor Dental Administrator is liable for payment of these fees or for any fees incurred as the result of receipt of a non-Covered Dental Service.• You will receive a list of Participating Dental Providers from the Health Plan or Dental Administrator. You should select a Participating Dental Provider "general dentist" from whom you and your family members will receive Covered Preventive Dental Services and other Covered Dental Services. Family members may use different Participating Dental Providers. Specialty care is also available should that be required; however, you must be referred to a Participating Dental Provider specialist by your general dentist. Your fees are usually higher for care received by a specialist. Please refer to the attached dental fee schedule for those discounted fees.• You may obtain a list of Participating Dental Providers by contacting Dental Administrator or our Member Services Department at the following numbers:<ul style="list-style-type: none">◆ Within the Washington, D.C. Metropolitan Service Area: 1-888-777-5536. Seven days a week, 8 a.m. to 8 p.m.◆ Outside the Washington, D.C. Metropolitan Service Area: (toll free) 1-888-777-5536. TTY users call 711.• Dental Administrator (DOMINION Dental Services USA, Inc.): Health Plan has entered into an agreement with DOMINION Dental Services USA, Inc. to provide Covered Dental Services as described in this section. For assistance concerning dental coverage questions, or for help finding a Participating Dental Provider, DOMINION Member Services specialists are available Monday through Friday from 7:30 a.m. to 6:00 p.m., or you may call the following numbers:	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> ◆ Within the Washington, D.C. Metropolitan Service Area: 703-518-5338. ◆ Outside the Washington, D.C. Metropolitan Service Area (toll free): 1-888-518-5338. ◆ TTY users call 1-800-688-4889. Hearing impaired members may also use the Internet at www.IP-RELAY.com ● DOMINION's Integrated Voice Response System is available 24 hours a day for information about Participating Dental Providers in your area, or to help you select a Participating Dental Provider. The most up-to-date list of Participating Dental Providers can be found at the following website: www.dominiondental.com/Kaiserdentists ● DOMINION also provides many other secure features online at www.dominiondental.com. 	
<p>Dental emergencies outside the service area*</p> <p>When a dental emergency occurs outside the service area, Dental Administrator will reimburse you for the reasonable charges for Covered Dental Services that may be provided, less any discounted fee, upon proof of payment, not to exceed \$50 per incident. Coverage is provided for emergency dental treatment as may be required to alleviate pain, bleeding, or swelling. You must receive all post-emergency care from a Participating Dental Provider.</p>	
<p>Discounted schedule of fees \$30 preventive plan</p> <p>Procedures not shown in this list are not covered. Refer to the description of your dental benefit for a complete description of the terms and conditions of your covered benefit.</p> <p>Fees quoted in the "You pay to Dentist" column apply only when performed by a participating general dentist. If specialty care is required, your general dentist must refer you to a participating specialist.</p> <p>FC \$30: You pay a combined fixed copayment of \$30 for any visit during which one or more of the following procedures are performed: (a) an oral exam (D0120, D0140, D0150, D0170 or D0180); (b) X-rays (D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0273, D0274, D0277, D0340 or D0350); (c) a pulp vitality test (D0460); (d) a diagnostic cast (D0470); (e) a routine cleaning (D1110); (f) fluoride application (D1206 or D1208); or (g) you are given oral hygiene instructions (D1310, D1320 or D1330). You pay a separate fee for any other procedure performed.</p> <p>Coverage for periodic oral exams, prophylaxes (cleanings) and fluoride applications is limited to two times per plan year.</p>	

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
Diagnostic Services			

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D0120	Periodic oral evaluation	FC \$30	Not covered
D0140	Limited oral evaluation - problem focused	FC \$30	Not covered
D0150	Comprehensive oral evaluation - new or established patient	FC \$30	Not covered
D0170	Re-evaluation - limited, problem focused	FC \$30	Not covered
D0180	Comprehensive periodontal evaluation - new or established patient - not in conjunction with D0150 and limited to once per 18 months	FC \$30	Not covered
D0210	Intraoral - complete series (including bitewings)	\$54	\$69
D0220	Intraoral - periapical first film	FC \$30	\$14
D0230	Intraoral - periapical each additional film	FC \$30	\$11
D0240	Intraoral - occlusal film	FC \$30	\$21
D0250	Extraoral - first film	FC \$30	\$26
D0260	Extraoral - each additional film	FC \$30	\$22
D0270	Bitewing - single film	FC \$30	\$14
D0272	Bitewings - two films	FC \$30	\$21
D0273	Bitewings - three films	FC \$30	\$28
D0274	Bitewings - four films	FC \$30	\$31
D0277	Vertical bitewings - 7 to 8 films	FC \$30	\$47
D0330	Panoramic film	\$43	\$55
D0340	Cephalometric film	FC \$30	\$55
D0350	Oral/facial photographic images	FC \$30	\$29
D0460	Pulp vitality tests	FC \$30	\$35
D0470	Diagnostic casts (not in conjunction with Orthodontics)	FC \$30	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
Preventive Services			
D1110	Prophylaxis (cleaning) - adult	FC \$30	Not covered
D1110*	Additional cleaning – beyond benefit limitation	\$40	\$40
D1206	Topical fluoride varnish for moderate/high risk caries patients	FC \$30	Not covered
D1208	Topical application of fluoride	FC\$30	Not covered
D1310	Nutritional counseling for control of dental disease	FC \$30	Not covered
D1320	Tobacco counseling for control and prev. of oral disease	FC \$30	Not covered
D1330	Oral hygiene instructions	FC \$30	Not covered
D1352	Prev resin rest. mod/high caries risk – perm. tooth	\$30	Not covered
Restorative Services			
D2140	Amalgam - one surface, primary or permanent	\$68	Not covered
D2150	Amalgam - two surfaces, primary or permanent	\$88	Not covered
D2160	Amalgam - three surfaces, primary or permanent	\$105	Not covered
D2161	Amalgam - four or more surfaces, primary or permanent	\$126	Not covered
D2330	Resin-based composite - one surface, anterior	\$83	Not covered
D2331	Resin-based composite - two surfaces, anterior	\$105	Not covered
D2332	Resin-based composite - three surfaces, anterior	\$129	Not covered
D2335	Resin-based composite - four or more surfaces or involving incisal angle (anterior)	\$163	Not covered
D2390	Resin-based composite crown, anterior	\$216	Not covered
D2391	Resin-based composite - one surface, posterior	\$108	Not covered
D2392	Resin-based composite - two surfaces, posterior	\$143	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2393	Resin-based composite - three surfaces, posterior	\$179	Not covered
D2394	Resin-based composite - four or more surfaces, posterior	\$204	Not covered
D2510	Inlay - metallic - one surface	\$493	Not covered
D2520	Inlay - metallic - two surfaces	\$556	Not covered
D2530	Inlay - metallic - three or more surfaces	\$604	Not covered
D2542	Onlay – metallic - two surfaces	\$641	Not covered
D2543	Onlay – metallic - three surfaces	\$653	Not covered
D2544	Dental onlay metl 4/more surfaces	\$657	Not covered
D2610	Inlay - porcelain/ceramic - one surface	\$541	Not covered
D2620	Inlay - porcelain/ceramic - two surfaces	\$576	Not covered
D2630	Inlay - porcelain/ceramic - three or more surfaces	\$665	Not covered
D2642	Onlay - porcelain/ceramic - two surfaces	\$616	Not covered
D2643	Onlay - porcelain/ceramic - three surfaces	\$666	Not covered
D2644	Dental onlay porc 4/more surfaces	\$710	Not covered
D2650	Inlay - resin-based composite - one surface	\$498	Not covered
D2651	Inlay - resin-based composite - two surfaces	\$538	Not covered
D2652	Inlay - resin-based composite - three or more surfaces	\$699	Not covered
D2662	Onlay - resin-based composite - two surfaces	\$568	Not covered
D2663	Onlay - resin-based composite - three surfaces	\$699	Not covered
D2664	Onlay - resin-based composite - \geq 4 surfaces	\$662	Not covered
D2710	Crown - resin (indirect)	\$277	Not covered
D2712	Crown 3/4 resin-based composite (exclusive of veneers)	\$255	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2720	Crown - resin with high noble metal	\$675	Not covered
D2721	Crown - resin with predominantly base metal	\$601	Not covered
D2722	Crown - resin with noble metal	\$628	Not covered
D2740	Crown - porcelain/ceramic substrate	\$741	Not covered
D2750	Crown - porcelain fused to high noble metal	\$755	Not covered
D2751	Crown - porcelain fused to predominantly base metal	\$653	Not covered
D2752	Crown - porcelain fused to noble metal	\$679	Not covered
D2780	Crown - 3/4 cast high noble metal	\$724	Not covered
D2781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D2782	Crown - 3/4 cast noble metal	\$611	Not covered
D2783	Crown - 3/4 porcelain/ceramic	\$628	Not covered
D2790	Crown - full cast high noble metal	\$675	Not covered
D2791	Crown - full cast predominantly base metal	\$601	Not covered
D2792	Crown - full cast noble metal	\$628	Not covered
D2794	Crown - titanium	\$679	Not covered
D2910	Recement inlay	\$68	Not covered
D2920	Recement crown	\$68	Not covered
D2932	Prefabricated resin crown	\$254	Not covered
D2940	Sedative filling	\$77	Not covered
D2950	Core buildup, including any pins	\$172	Not covered
D2951	Pin retention - per tooth, in addition to restoration	\$40	Not covered
D2952	Cast post and core in addition to crown	\$252	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2954	Prefabricated post and core in addition to crown	\$224	Not covered
D2955	Post removal (not in conj. with endo. therapy)	\$194	Not covered
D2970	Temporary crown (fractured tooth)	\$188	Not covered
D2980	Crown repair, by report	\$138	Not covered
Endodontic Services			
D3110	Pulp cap - direct (excluding final restoration)	\$47	Not covered
D3120	Pulp cap - indirect (excluding final restoration)	\$47	Not covered
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	\$104	\$122
D3221	Pulpal debridement, prim. and perm. teeth	\$126	Not covered
D3310	Anterior (excluding final restoration)	\$439	\$505
D3320	Bicuspid (excluding final restoration)	\$525	\$604
D3330	Molar (excluding final restoration)	\$687	\$789
D3333	Internal root repair of perforation defects	Not covered	\$225
D3346	Retreatment of previous root canal therapy - anterior	Not covered	\$609
D3347	Retreatment of previous root canal therapy - bicuspid	Not covered	\$812
D3348	Retreatment of previous root canal therapy - molar	Not covered	\$1,047
D3410	Apicoectomy/periradicular surgery - anterior	\$422	\$524
D3421	Apicoectomy/periradicular surgery - bicuspid (first root)	\$471	\$655
D3425	Apicoectomy/periradicular surgery - molar (first root)	\$518	\$687
D3426	Apicoectomy/periradicular surgery (each additional root)	\$314	\$371
D3427	Periradicular surg. w/o apicoectomy	\$402	\$504

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D3430	Retrograde filling - per root	\$118	\$295
D3450	Root amputation - per root	\$205	\$330
D3920	Hemisection (including any root removal), not including root canal therapy	\$258	\$305
D3950	Canal prep/fitting of preformed dowel or post	\$154	\$216
Periodontic Services			
D4210	Gingivectomy or gingivoplasty - four or more contiguous teeth per quadrant	\$372	\$439
D4211	Gingivectomy or gingivoplasty - one to three teeth, per quadrant	\$161	\$190
D4240	Gingival flap procedure, including root planing - four or more contiguous teeth	\$479	\$566
D4241	Gingival flap procedure, including root planing - one to three teeth, per quadrant	\$121	\$239
D4260	Osseous surgery (including flap entry and closure) - four or more per quadrant	\$709	\$836
D4261	Osseous surgery (including flap entry and closure) - one to three teeth, per quadrant	\$452	\$534
D4268	Surgical revision procedure, per tooth	\$389	\$562
D4274	Distal or proximal wedge procedure	\$329	\$466
D4341	Periodontal scaling and root planing - four or more contiguous teeth or bounded teeth spaces per quadrant	\$137	\$194
D4342	Periodontal scaling and root planing - one to three teeth, per quadrant	\$99	\$117
D4355	Full mouth debridement to enable comprehensive evaluation and diagnosis	\$121	\$175
D4381	Localized delivery of chemotherapeutic agents	\$33	\$44

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D4910	Periodontal maintenance	\$83	\$110
Prosthetics - Removable			
D5110	Complete denture - maxillary	\$845	Not covered
D5120	Complete denture - mandibular	\$845	Not covered
D5130	Immediate denture - maxillary	\$910	Not covered
D5140	Immediate denture - mandibular	\$910	Not covered
D5211	Maxillary partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5212	Mandibular partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5225	Maxillary partial denture	\$904	Not covered
D5226	Mandibular partial denture	\$1,004	Not covered
D5281	Removable unilateral partial denture - one piece cast metal (including clasps and teeth)	\$510	Not covered
D5410	Adjust complete denture - maxillary	\$79	Not covered
D5411	Adjust complete denture - mandibular	\$79	Not covered
D5421	Adjust partial denture - maxillary	\$79	Not covered
D5422	Adjust partial denture - mandibular	\$79	Not covered
D5510	Repair broken complete denture base	\$101	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D5520	Replace missing or broken teeth - complete denture (each tooth)	\$77	Not covered
D5610	Repair resin denture base	\$102	Not covered
D5620	Repair cast framework	\$147	Not covered
D5630	Repair or replace broken clasp	\$139	Not covered
D5640	Replace broken teeth - per tooth	\$88	Not covered
D5650	Add tooth to existing partial denture	\$131	Not covered
D5660	Add clasp to existing partial denture	\$160	Not covered
D5670	Replace all teeth and acrylic on cast metal framework (maxillary)	\$559	Not covered
D5671	Replace all teeth and acrylic on cast metal framework (mandibular)	\$559	Not covered
D5710	Rebase complete maxillary denture	\$344	Not covered
D5711	Rebase complete mandibular denture	\$331	Not covered
D5720	Rebase maxillary partial denture	\$265	Not covered
D5721	Rebase mandibular partial denture	\$265	Not covered
D5730	Reline complete maxillary denture (chairside)	\$214	Not covered
D5731	Reline complete mandibular denture (chairside)	\$215	Not covered
D5740	Reline maxillary partial denture (chairside)	\$212	Not covered
D5741	Reline mandibular partial denture (chairside)	\$212	Not covered
D5750	Reline complete maxillary denture (laboratory)	\$260	Not covered
D5751	Reline complete mandibular denture (laboratory)	\$258	Not covered
D5760	Reline maxillary partial denture (laboratory)	\$250	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D5761	Reline mandibular partial denture (laboratory)	\$249	Not covered
D5810	Interim complete denture (maxillary)	\$549	Not covered
D5811	Interim complete denture (mandibular)	\$400	Not covered
D5820	Interim partial denture (maxillary)	\$424	Not covered
D5821	Interim partial denture (mandibular)	\$429	Not covered
D5850	Tissue conditioning, maxillary	\$120	Not covered
D5851	Tissue conditioning, mandibular	\$121	Not covered
Prosthetics - Fixed			
D6000- D6199	ALL IMPLANT SERVICES - 15% DISCOUNT (incl. D0360-D0363 cone beam imaging w/ implants)		
D6210	Pontic - cast high noble metal	\$610	Not covered
D6211	Pontic - cast predominantly base metal	\$624	Not covered
D6212	Pontic - cast noble metal	\$586	Not covered
D6214	Pontic - titanium	\$571	Not covered
D6240	Pontic - porcelain fused to high noble metal	\$755	Not covered
D6241	Pontic - porcelain fused to predominantly base metal	\$653	Not covered
D6242	Pontic - porcelain fused to noble metal	\$679	Not covered
D6245	Pontic – porcelain/ceramic	\$741	Not covered
D6250	Pontic - resin with high noble metal	\$745	Not covered
D6251	Pontic - resin with predominantly base metal	\$707	Not covered
D6252	Pontic - resin with noble metal	\$717	Not covered
D6545	Retainer - cast metal for resin bonded fixed prosthesis	\$270	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D6548	Retainer. - porcelain/ceramic for resin bonded fixed prosthesis	\$481	Not covered
D6600	Inlay - porcelain/ceramic, two surfaces	\$400	Not covered
D6601	Inlay - porcelain/ceramic, ≥ 3 surfaces	\$426	Not covered
D6602	Inlay - cast high noble metal, two surfaces	\$422	Not covered
D6603	Inlay - cast high noble metal, three or more surfaces	\$468	Not covered
D6604	Inlay - cast predominantly base metal, two surfaces	\$422	Not covered
D6605	Inlay - cast predominantly base metal, three or more surfaces	\$404	Not covered
D6606	Inlay - cast noble metal, two surfaces	\$384	Not covered
D6607	Inlay - cast noble metal, three or more surfaces	\$426	Not covered
D6608	Onlay -porcelain./ceramic, two surfaces	\$437	Not covered
D6609	Onlay - porcelain./ceramic, three or more surfaces	\$458	Not covered
D6610	Onlay - cast high noble metal, two surfaces	\$501	Not covered
D6611	Onlay cast high noble metal ≥ 3 surfaces	\$548	Not covered
D6612	Onlay - cast predominantly base metal, two surfaces	\$431	Not covered
D6613	Onlay - cast predominantly base metal, three or more surfaces	\$478	Not covered
D6614	Onlay - cast noble metal, two surfaces	\$454	Not covered
D6615	Onlay cast noble metal ≥ 3 surfaces	\$501	Not covered
D6624	Inlay - titanium	\$468	Not covered
D6634	Onlay - titanium	\$548	Not covered
D6720	Crown - resin with high noble metal	\$747	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D6721	Crown - resin with predominantly base metal	\$666	Not covered
D6722	Crown - resin with noble metal	\$696	Not covered
D6740	Crown – Porcelain/ceramic	\$741	Not covered
D6750	Crown - porcelain fused to high noble metal	\$639	Not covered
D6751	Crown - porcelain fused to predominantly base metal	\$571	Not covered
D6752	Crown - porcelain fused to noble metal	\$599	Not covered
D6780	Crown - 3/4 cast high noble metal	\$724	Not covered
D6781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D6782	Crown - 3/4 cast noble metal	\$578	Not covered
D6783	Crown - 3/4 porc./ceramic	\$808	Not covered
D6790	Crown - full cast high noble metal	\$675	Not covered
D6791	Crown - full cast predominantly base metal	\$601	Not covered
D6792	Crown - full cast noble metal	\$628	Not covered
D6794	Crown - titanium	\$679	Not covered
D6930	Recement fixed partial denture	\$88	Not covered
D6940	Stress breaker	\$205	Not covered
D6975	Coping - metal	\$431	Not covered
D6980	Fixed partial denture repair, by report	\$206	Not covered
Oral Surgery			
D7111	Coronal remnants - deciduous tooth	\$72	\$85
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	\$83	\$97

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D7210	Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth	\$149	\$176
D7220	Removal of impacted tooth - soft tissue	\$183	\$216
D7230	Removal of impacted tooth - partially bony	\$250	\$295
D7240	Removal of impacted tooth - completely bony	\$295	\$347
D7241	Removal of impacted tooth - completely bony, with unusual surg. complications	\$363	\$429
D7250	Surgical removal of residual tooth roots (cutting procedure)	\$167	\$199
D7270	Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	\$279	\$330
D7280	Surgical access of an unerupted tooth	\$312	\$369
D7282	Mobiliz. of erupted or malpos. tooth-aid erup	\$96	\$210
D7285	Biopsy of oral tissue - hard (bone, tooth)	\$196	\$231
D7286	Biopsy of oral tissue - soft (all others)	\$184	\$216
D7291	Transseptal fiberotomy/supra crestal fiberotomy, by report	\$142	\$169
D7310	Alveoloplasty in conjunction with extractions - per quadrant	\$150	\$177
D7311	Alveoloplasty in conjunction with extractions	\$130	\$154
D7320	Alveoloplasty not in conjunction with extractions – per quadrant	\$193	\$227
D7321	Alveoloplasty not in conjunction with extractions	\$40	\$84
D7471	Removal of lateral exostosis	\$314	\$370
D7472	Removal of torus palatinus	\$263	\$311
D7473	Removal of torus mandibularis	\$271	\$320

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D7485	Surgical reduction of osseous tuberosity	\$297	\$351
D7510	Incision and drainage of abscess - intraoral soft tissue	\$108	\$127
D7511	Incision and drainage of abscess - intraoral	\$226	\$260
D7910	Suture of recent small wounds up to 5 cm	\$246	\$290
D7960	Frenulectomy (frenectomy or frenotomy) - separate procedure	\$226	\$314
D7963	Frenuloplasty	\$99	\$245
D7970	Excision of hyperplastic tissue - per arch	\$456	\$539
D7971	Excision of pericoronal gingiva	\$225	\$265
D7972	Surgical reduction of fibrous tuberosity	\$78	\$185
Orthodontics			
D8090	Comprehensive orthodontic treatment of the adult dentition	Not covered	\$3,658
D8660	Pre-orthodontic treatment visit	Not covered	\$413
D8670	Periodic orthodontic treatment visit (as part of contract)	Not covered	\$118
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	Not covered	\$516
Additional Procedures			
D9110	Palliative (emergency) treatment of dental pain - minor procedure	\$30	\$75
D9210	Local anesthesia not in conjunction with operative or surgical procedures	\$0	Not covered
D9211	Regional block anesthesia	\$0	Not covered
D9212	Trigeminal division block anesthesia	\$0	Not covered
D9215	Local anesthesia	\$0	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D9220	Deep sedation/general anesth - first 30 minutes	\$80	\$277
D9221	Deep sedation/general anesth - each addtl. 15 minutes	\$40	\$100
D9230	Analgesia, anxiolysis, inhalation of nitrous oxide	\$36	\$41
D9241	Intrav conscious sed./analgesia - first 30 minutes	\$121	\$272
D9242	Intrav conscious sed./analgesia - each addtl. 15 minutes	\$0	\$85
D9310	Consultation (diagnostic service provided by dentist or physician other than practitioner providing treatment)	\$59	\$96
D9439	Office visit - Not including an FC30 visit	\$10	\$10
D9440	Office visit - after regularly scheduled hours	\$27	\$111
D9910	Application of desensitizing medicament	\$30	\$60
D9930	Treatment of complications (post-surgical)	\$48	\$48
D9940	Occlusal guard, by report	\$338	\$519
D9950	Occlusion analysis - mounted case	\$169	\$169
D9951	Occlusal adjustment - limited	\$88	\$115
D9952	Occlusal adjustment - complete	\$372	\$597
D9990	Broken office appointment	\$50	\$50

SECTION 3. What services are not covered by our plan?

Section 3.1 Services we do *not* cover (exclusions)

This section tells you what services are "excluded" from Medicare coverage and, therefore, are not covered by this plan. If a service is "excluded," it means that we don't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception is we will pay if a service in the chart below is found upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 9, Section 5.3, in this booklet.)

All exclusions or limitations on services are described in the Medical Benefits Chart or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare.	√	
Experimental medical and surgical procedures, equipment and medications. <ul style="list-style-type: none"> • Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community. 		√ May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital.		√ Covered only when medically necessary.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	√	
Full-time nursing care in your home.	√	
Custodial care is care provided in a nursing home, hospice, or other facility setting when you	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
do not require skilled medical care or skilled nursing care. <ul style="list-style-type: none"> • Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing. 		
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	√	
Fees charged by your immediate relatives or members of your household.	√	
Cosmetic surgery or procedures.		√ Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member. Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
Routine dental care, such as cleanings, fillings, or dentures for Basic Option or Basic Part B Only Option plan members.	√	
Nonroutine dental care for Basic Option or Basic Part B Only Option plan members.		√ Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
Routine chiropractic care.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		Manual manipulation of the spine to correct a subluxation is covered.
Routine foot care.		<p style="text-align: center;">√</p> Some limited coverage provided according to Medicare guidelines, for example, if you have diabetes.
Orthopedic shoes.		<p style="text-align: center;">√</p> If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease.
Supportive devices for the feet.		<p style="text-align: center;">√</p> Orthopedic or therapeutic shoes for people with diabetic foot disease.
Routine hearing exams.	√	
Hearing aids or exams to fit hearing aids.		<p style="text-align: center;">√</p> This exclusion does not apply to cochlear implants and osseointegrated external hearing devices covered by Medicare.
Routine eye exams, eyeglasses, and contact lenses for Basic Option or Basic Part B Only Option plan members.		<p style="text-align: center;">√</p> Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery.
Radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids.	√	
Reversal of sterilization procedures and non-prescription contraceptive supplies.	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Infertility services for Basic Option and Basic Part B Only Option plan members.	√	
Cost of donor semen and donor eggs, storage and freezing of eggs. Services other than artificial insemination, related to conception by artificial means, including but not limited to, in vitro fertilization, ovum transplants, gamete intrafallopian transfer, zygote intrafallopian transfer and prescription drugs related to such services. Services to reverse involuntary, surgically induced infertility.	√	
Acupuncture.	√	
Naturopath services (uses natural or alternative treatments).	√	
Care in a licensed intermediate care facility.	√	
Comfort, convenience, or luxury equipment or features.	√	
Private duty nurse.	√	
Meals delivered to your home.	√	
Outpatient oral nutrition, such as dietary supplements, herbal supplements, weight loss aids, formulas and food.		√ This exclusion does not apply to medical food and modified food products as described in "Medical foods" in the Medical Benefits Chart.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging, and mental performance).		<p style="text-align: center;">√</p> Covered if medically necessary and covered under Original Medicare.
Services provided to veterans in Veterans Affairs (VA) facilities.		<p style="text-align: center;">√</p> When emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will reimburse veterans for the difference. Members are still responsible for our plan's cost-sharing amounts.
Reconstructive surgery that offers only a minimal improvement in appearance or is performed to alter or reshape normal structures of the body in order to improve appearance.		<p style="text-align: center;">√</p> We cover reconstructive surgery to correct or repair abnormal structures of the body caused by congenital defect, developmental abnormalities, accidental injury, trauma, infection, tumors, or disease, if a network physician determines that it is necessary to improve function, or create a normal appearance, to the extent possible.
Surgery that, in the judgment of a network physician specializing in reconstructive surgery, offers only a minimal improvement in appearance. <ul style="list-style-type: none"> • Surgery that is performed to alter or reshape normal structures of the body in order to improve appearance. 	<p style="font-size: 2em;">√</p>	
Nonconventional intraocular lenses (IOLs) following		<p style="font-size: 2em;">√</p>

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
cataract surgery (for example, a presbyopia-correcting IOL).		You may request and we may provide insertion of a presbyopia-correcting IOL or astigmatism-correcting IOL following cataract surgery in lieu of a conventional IOL. However, you must pay the difference between Plan Charges for a nonconventional IOL and associated services and Plan Charges for insertion of a conventional IOL following cataract surgery.
Massage therapy.		√ Covered when ordered as part of physical therapy program in accord with Medicare guidelines.
Travel and lodging expenses.		√ Provided only in connection with out-of-area transplant services that our plan covers.
Transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a network provider.	√	
Licensed ambulance services without transport.		√ Covered if the ambulance transports you or if covered by Medicare.
Physical exams and other services (1) required for obtaining or maintaining employment or participation in employee programs, (2) required for insurance or licensing, or (3) on court order or required for parole or probation.		√ Covered if a network physician determines that the services are medically necessary except that routine physical exams are not covered for both Basic Option plans unless covered by Medicare.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services related to noncovered services or items.		<p style="text-align: center;">√</p> <p>When a service or item is not covered, all services related to the noncovered service or item are excluded, (1) except for services or items we would otherwise cover to treat complications of the noncovered service or item, or (2) unless covered in accord with Medicare guidelines.</p>
Services not approved by the federal Food and Drug Administration. Drugs, supplements, tests, vaccines, devices, radioactive materials, and any other services that by law require federal Food and Drug Administration (FDA) approval in order to be sold in the U.S., but are not approved by the FDA.		<p style="text-align: center;">√</p> <p>This exclusion applies to services provided anywhere, even outside the U.S. It does not apply to Medicare-covered clinical trials or covered emergency care you receive outside the U.S.</p>
Exclusions described in the amendment "What You Need to Know — Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices."	√	

CHAPTER 5. Using our plan's coverage for your Part D prescription drugs

SECTION 1. Introduction	104
Section 1.1 This chapter describes your coverage for Part D drugs.....	104
Section 1.2 Basic rules for our plan's Part D drug coverage.....	105
SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service	105
Section 2.1 To have your prescription covered, use a network pharmacy.....	105
Section 2.2 Finding network pharmacies	106
Section 2.3 Using our mail-order services	107
Section 2.4 How can you get a long-term supply of drugs?	107
Section 2.5 When can you use a pharmacy that is not in our network?.....	108
SECTION 3. Your drugs need to be on our "Drug List"	109
Section 3.1 The "Drug List" tells which Part D drugs are covered.....	109
Section 3.2 There are six "cost-sharing tiers" for drugs on our Drug List	109
Section 3.3 How can you find out if a specific drug is on our Drug List?.....	110
SECTION 4. There are restrictions on coverage for some drugs.....	110
Section 4.1 Why do some drugs have restrictions?.....	110
Section 4.2 What kinds of restrictions?.....	111
Section 4.3 Do any of these restrictions apply to your drugs?	111
SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?	112
Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered	112
Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?	112
Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?	114
SECTION 6. What if your coverage changes for one of your drugs?	115
Section 6.1 The Drug List can change during the year	115
Section 6.2 What happens if coverage changes for a drug you are taking?	115

SECTION 7. What types of drugs are <i>not</i> covered by our plan?	116
Section 7.1 Types of drugs we do not cover	116
SECTION 8. Show your plan membership card when you fill a prescription	117
Section 8.1 Show your membership card.....	117
Section 8.2 What if you don't have your membership card with you?.....	117
SECTION 9. Part D drug coverage in special situations	118
Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?	118
Section 9.2 What if you're a resident in a long-term care (LTC) facility?.....	118
Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?	119
Section 9.4 What if you're in Medicare-certified hospice?	119
SECTION 10. Programs on drug safety and managing medications	120
Section 10.1 Programs to help members use drugs safely	120
Section 10.2 Medication Therapy Management (MTM) program to help members manage their medications	120



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, **some information in this Evidence of Coverage about the costs for Part D prescription drugs does not apply to you.** We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 This chapter describes your coverage for Part D drugs

This chapter explains rules for using your coverage for Part D drugs. The next chapter tells you what you pay for Part D drugs (Chapter 6, "What you pay for your Part D prescription drugs").

In addition to your coverage for Part D drugs, we also cover some drugs under our plan's medical benefits.

Through our coverage of Medicare Part A benefits, we generally cover drugs you are given during covered stays in the hospital or in a skilled nursing facility. Through our coverage of Medicare Part B benefits, we cover drugs including certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility. Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," tells you about the benefits and costs for drugs during a covered hospital or skilled nursing facility stay, as well as your benefits and costs for Part B drugs.

Your drugs may be covered by Original Medicare if you are in Medicare hospice. We only cover Medicare Parts A, B, and D services and drugs that are unrelated to your terminal prognosis and related conditions, and therefore not covered under the Medicare hospice benefit. For more information, please see Section 9.4 in this chapter, "What if you're in Medicare-certified hospice." For information on hospice coverage, see the hospice section of Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

The following sections discuss coverage of your drugs under our plan's Part D benefit rules. Section 9 in this chapter, "Part D drug coverage in special situations," includes more information about your Part D coverage and Original Medicare.

Section 1.2 Basic rules for our plan's Part D drug coverage

Our plan will generally cover your drugs as long as you follow these basic rules:

- You must have a provider (a doctor, dentist, or other prescriber) write your prescription.
- Your prescriber must either accept Medicare or file documentation with CMS showing that he or she is qualified to write prescriptions, or your Part D claim will be denied. You should ask your prescribers the next time you call or visit if they meet this condition. If not, please be aware it takes time for your prescriber to submit the necessary paperwork to be processed.
- You generally must use a network pharmacy to fill your prescription. (See Section 2, "Fill your prescriptions at a network pharmacy or through our mail-order service.")
- Your drug must be on our **Kaiser Permanente 2016 Abridged Formulary** or **Kaiser Permanente 2016 Comprehensive Formulary** (we call it the "Drug List" for short). (See Section 3, "Your drugs need to be on our Drug List.")
- Your drug must be used for a medically accepted indication. A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. (See Section 3 for more information about a medically accepted indication.)

SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service

Section 2.1 To have your prescription covered, use a network pharmacy

In most cases, your prescriptions are covered only if they are filled at our network pharmacies. (See Section 2.5 for information about when we would cover prescriptions filled at out-of-network pharmacies.) Our network includes pharmacies with preferred cost-sharing, which may offer you lower cost-sharing than the standard cost-sharing offered by other pharmacies within the network.

A network pharmacy is a pharmacy that has a contract with our plan to provide your covered prescription drugs. The term "covered drugs" means all of the Part D prescription drugs that are covered on our plan's Drug List.

Our network includes pharmacies that offer standard cost-sharing and pharmacies that offer preferred cost-sharing. You may go to either type of network pharmacy to receive your covered prescription drugs. Your cost-sharing may be less at pharmacies with preferred cost-sharing.

Section 2.2 Finding network pharmacies

How do you find a network pharmacy in your area?

To find a network pharmacy, you can look in your **Pharmacy Directory**, visit our website (kp.org/directory), or call Member Services (phone numbers are printed on the back cover of this booklet).

You may go to any of our network pharmacies. However, your costs may be even less for your covered drugs if you use a network pharmacy that offers preferred cost-sharing rather than a network pharmacy that offers standard cost-sharing. The **Pharmacy Directory** will tell you which of the network pharmacies offer preferred cost-sharing. You can find out more about how your out-of-pocket costs could be different for different drugs by contacting us.

If you switch from one network pharmacy to another, and you need a refill of a drug you have been taking, you can ask either to have a new prescription written by a provider or to have your prescription transferred to your new network pharmacy.

What if the pharmacy you have been using leaves the network?

If the pharmacy you have been using leaves our plan's network, you will have to find a new pharmacy that is in our network. Or if the pharmacy you have been using stays within the network but is no longer offering preferred cost-sharing, you may want to switch to a different pharmacy. To find another network pharmacy in your area, you can get help from Member Services (phone numbers are printed on the back cover of this booklet) or use the **Pharmacy Directory**. You can also find information on our website at kp.org/directory.

What if you need a specialized pharmacy?

Sometimes prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, a long-term care facility (such as a nursing home) has its own pharmacy. If you are in an LTC facility, we must ensure that you are able to routinely receive your Part D benefits through our network of LTC pharmacies, which is typically the pharmacy that the LTC facility uses. If you have any difficulty accessing your Part D benefits in an LTC facility, please contact Member Services.
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network. However, currently this is not applicable to our plan because there are no such pharmacies inside our service area.
- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use.

Note: This scenario should happen rarely.

To locate a specialized pharmacy, look in your **Pharmacy Directory** or call Member Services (phone numbers are printed on the back cover of this booklet).

Section 2.3 Using our mail-order services

For certain kinds of drugs, you can use our plan's network mail-order services. Generally, the drugs provided through mail order are drugs that you take on a regular basis for a chronic or long-term medical condition. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List.

Our mail-order service allows you to order up to a 90-day supply.

To get information about filling your prescriptions by mail, call the Kaiser Permanente pharmacy at **703-466-4900** or toll free **1-800-733-6345**, Monday through Friday, 7 a.m. to 6 p.m. (TTY **711**).

You can conveniently order your prescription refills in the following ways:

- Calling our EZ Refill Line at **1-866-299-9415**, seven days a week, 24 hours a day, (TTY **711**). Be sure to select the mail delivery option when prompted.
- Order online at **kp.org/refill**. To register to use our secure online mail-order service, please go to **kp.org/register** and follow the on-screen instructions.

When you order refills for home delivery online, by phone, or in writing, you must pay your cost-sharing when you place your order (there are no shipping charges for regular mail-order service). If you prefer, you may designate a pharmacy where you want to pick up and pay for your prescription. Please contact a network pharmacy if you have a question about whether your prescription can be mailed, or see our Drug List for information about the drugs that can be mailed.

Usually a mail-order pharmacy order will get to you in no more than 10 days. If your mail-order prescription is delayed, please call the Kaiser Permanente pharmacy for assistance at **1-800-733-6345** or **703-466-4900**, Monday through Friday, 7 a.m. to 6 p.m. (TTY **711**).

Refills on mail order prescriptions. For refills, please contact your pharmacy 10 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

So the pharmacy can reach you to confirm your order before shipping, please make sure to let the pharmacy know the best ways to contact you. When you place your order, please provide your current contact information in case we need to reach you.

Section 2.4 How can you get a long-term supply of drugs?

When you get a long-term supply of drugs, your cost-sharing may be lower. Our plan offers two ways to get a long-term supply (also called an "extended supply") of "maintenance" drugs on our plan's Drug List. Maintenance drugs are drugs that you take on a regular basis for a chronic or long-term medical condition. You may order this supply through mail order (see Section 2.3 in this chapter) or you may go to a retail pharmacy.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

1. Some retail pharmacies in our network allow you to get a long-term supply of maintenance drugs. Your **Pharmacy Directory** tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Member Services for more information (phone numbers are printed on the back cover of this booklet).
2. For certain kinds of drugs, you can use our plan's network mail-order services. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List. Our mail-order service allows you to order up to a 90-day supply. See Section 2.3 for more information about using our mail-order services.

Section 2.5 When can you use a pharmacy that is not in our network?

Your prescription may be covered in certain situations

Generally, we cover drugs filled at an out-of-network pharmacy only when you are not able to use a network pharmacy. If you cannot use a network pharmacy, here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

- If you are traveling within the United States and its territories but outside the service area and you become ill or run out of your covered Part D prescription drugs, we will cover prescriptions that are filled at an out-of-network pharmacy in limited, nonroutine circumstances according to our Medicare Part D formulary guidelines.
- If you need a Medicare Part D prescription drug in conjunction with covered out-of-network emergency care or out-of-area urgent care, we will cover up to a 30-day supply from an out-of-network pharmacy. **Note:** Prescription drugs prescribed and provided outside of the United States and its territories as part of covered emergency or urgent care are covered up to a 30-day supply in a 30-day period. These drugs are not covered under Medicare Part D; therefore, payments for these drugs do not count toward reaching the catastrophic coverage stage.
- If you are unable to obtain a covered drug in a timely manner within our service area because there is no network pharmacy within a reasonable driving distance that provides 24-hour service. We may not cover your prescription if a reasonable person could have purchased the drug at a network pharmacy during normal business hours.
- If you are trying to fill a prescription for a drug that is not regularly stocked at an accessible network pharmacy or available through our mail-order pharmacy (including high-cost drugs).
- If you are not able to get your prescriptions from a network pharmacy during a disaster.

In these situations, please check first with Member Services to see if there is a network pharmacy nearby. Phone numbers for Member Services are printed on the back cover of this booklet. You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

How do you ask for reimbursement from our plan?

If you must use an out-of-network pharmacy, you will generally have to pay the full cost (rather than your normal share of the cost) at the time you fill your prescription. You can

ask us to reimburse you for our share of the cost. (Chapter 7, Section 2.1, explains how to ask us to pay you back.)

SECTION 3. Your drugs need to be on our "Drug List"

Section 3.1 The "Drug List" tells which Part D drugs are covered

Our plan has a **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**. In this **Evidence of Coverage**, we call it the "Drug List" for short.

The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our plan's Drug List.

The drugs on the Drug List are only those covered under Medicare Part D (earlier in this chapter, Section 1.1 explains about Part D drugs).

We will generally cover a drug on our plan's Drug List as long as you follow the other coverage rules explained in this chapter and the use of the drug is a medically accepted indication. A "medically accepted indication" is a use of the drug that is either:

- Approved by the Food and Drug Administration. (That is, the Food and Drug Administration has approved the drug for the diagnosis or condition for which it is being prescribed.)
- Or supported by certain reference books. (These reference books are the American Hospital Formulary Service Drug Information; the DRUGDEX Information System; and the USPDI or its successor; and, for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology or their successors.)

Our Drug List includes both brand-name and generic drugs

A generic drug is a prescription drug that has the same active ingredients as the brand-name drug. Generally, it works just as well as the brand-name drug and usually costs less. There are generic drug substitutes available for many brand-name drugs.

What is *not* on our Drug List?

Our plan does not cover all prescription drugs.

- In some cases, the law does not allow any Medicare plan to cover certain types of drugs (for more information about this, see Section 7.1 in this chapter).
- In other cases, we have decided not to include a particular drug on our Drug List.

Section 3.2 There are six "cost-sharing tiers" for drugs on our Drug List

Every drug on our plan's Drug List is in one of **six** cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug:

- Cost-sharing **Tier 1** for preferred generic drugs.
- Cost-sharing **Tier 2** for generic drugs.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- Cost-sharing **Tier 3** for preferred brand-name drugs.
- Cost-sharing **Tier 4** for nonpreferred brand-name drugs.
- Cost-sharing **Tier 5** for specialty-tier drugs.
- Cost-sharing **Tier 6** for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up on our Drug List. The amount you pay for drugs in each cost-sharing tier is shown in Chapter 6 ("What you pay for your Part D prescription drugs").

Section 3.3 How can you find out if a specific drug is on our Drug List?

You have three ways to find out:

1. Check the most recent Drug List we sent you in the mail. Please note: The Drug List (**Kaiser Permanente 2016 Abridged Formulary**) we sent you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it.
2. Visit our website (kp.org/seniormedrx). Our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) on the website is always the most current.
3. Call Member Services to find out if a particular drug is on our plan's Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) or to ask for a copy of the list. Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 4. There are restrictions on coverage for some drugs

Section 4.1 Why do some drugs have restrictions?

For certain prescription drugs, special rules restrict how and when our plan covers them. A team of doctors and pharmacists developed these rules to help our members use drugs in the most effective ways. These special rules also help control overall drug costs, which keeps your drug coverage more affordable.

In general, our rules encourage you to get a drug that works for your medical condition and is safe and effective. Whenever a safe, lower-cost drug will work just as well medically as a higher-cost drug, our plan's rules are designed to encourage you and your provider to use that lower-cost option. We also need to comply with Medicare's rules and regulations for drug coverage and cost-sharing.

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may

not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

Please note that sometimes a drug may appear more than once on our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**). This is because different restrictions or cost-sharing may apply based on factors such as the strength, amount, or form of the drug prescribed by your health care provider (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

Section 4.2 What kinds of restrictions?

Our plan uses different types of restrictions to help our members use drugs in the most effective ways. The sections below tell you more about the types of restrictions we use for certain drugs.

Restricting brand-name drugs when a generic version is available

Generally, a "generic" drug works the same as a brand-name drug and usually costs less. In most cases, when a generic version of a brand-name drug is available, our network pharmacies will provide you the generic version. We usually will not cover the brand-name drug when a generic version is available. However, if your provider has told us the medical reason that the generic drug will not work for you, then we will cover the brand-name drug. (Your share of the cost may be greater for the brand-name drug than for the generic drug.)

Getting plan approval in advance

For certain drugs, you or your provider need to get approval from our plan before we will agree to cover the drug for you. This is called "prior authorization." Sometimes the requirement for getting approval in advance helps guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by our plan.

Section 4.3 Do any of these restrictions apply to your drugs?

Our plan's Drug List includes information about the restrictions described above. To find out if any of these restrictions apply to a drug you take or want to take, check our Drug List. For the most up-to-date information, call Member Services (phone numbers are printed on the back cover of this booklet) or check our website (kp.org/seniormedrx).

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If there is a restriction on the drug you want to take, you should contact Member Services to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?

Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered

We hope that your drug coverage will work well for you. But it's possible that there could be a prescription drug you are currently taking, or one that you and your provider think you should be taking that is not on our formulary or is on our formulary with restrictions. For example:

- The drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand-name version you want to take is not covered.
- The drug is covered, but there are extra rules or restrictions on coverage for that drug. As explained in Section 4, some of the drugs covered by our plan have extra rules to restrict their use. In some cases, you may want us to waive the restriction for you.
- The drug is covered, but it is in a cost-sharing tier that makes your cost-sharing more expensive than you think it should be. Our plan puts each covered drug into one of six different cost-sharing tiers. How much you pay for your prescription depends in part on which cost-sharing tier your drug is in.

There are things you can do if your drug is not covered in the way that you'd like it to be covered. Your options depend upon what type of problem you have:

- If your drug is not on our Drug List or if your drug is restricted, go to Section 5.2 to learn what you can do.
- If your drug is in a cost-sharing tier that makes your cost more expensive than you think it should be, go to Section 5.3 to learn what you can do.

Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?

If your drug is not on our Drug List or is restricted, here are things you can do:

- You may be able to get a temporary supply of the drug (only members in certain situations can get a temporary supply). This will give you and your provider time to change to another drug or to file a request to have the drug covered.
- You can change to another drug.
- You can request an exception and ask us to cover the drug or remove restrictions from the drug.

You may be able to get a temporary supply

Under certain circumstances, we can offer a temporary supply of a drug to you when your drug is not on our Drug List or when it is restricted in some way. Doing this gives you time to talk with your provider about the change in coverage and figure out what to do.

To be eligible for a temporary supply, **you must meet the two requirements** below:

1. The change to your drug coverage must be one of the following types of changes:

- ◆ The drug you have been taking is no longer on our plan's Drug List.
- ◆ Or the drug you have been taking is now restricted in some way (Section 4 in this chapter tells you about restrictions).

2. You must be in one of the situations described below:

- ◆ **For those members who are new or who were in our plan last year and aren't in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. This temporary supply will be for a maximum of a 30-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 30-day supply of medication. The prescription must be filled at a network pharmacy.
- ◆ **For those members who are new or who were in our plan last year and reside in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. The total supply will be for a maximum of a 98-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 98-day supply of medication. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)
- ◆ **For those members who have been in our plan for more than 90 days and reside in a long-term care (LTC) facility and need a supply right away:** We will cover one 31-day supply of a particular drug, or less if your prescription is written for fewer days. This is in addition to the above long-term care transition supply.
- ◆ As a current member of our plan, **if you have a covered inpatient stay in the hospital or in a skilled nursing facility**, the drugs you obtain during your stay will be covered under your medical benefit rather than your Medicare Part D prescription drug coverage. When you are discharged home or to a custodial level of care at a long-term care facility, many outpatient prescription drugs you obtain at a pharmacy will be covered under your Medicare Part D coverage. Since your drug coverage is different depending upon the setting where you obtain the drug, it is possible that a drug you were taking that was covered under your medical benefit might not be covered by Medicare Part D (for example, over-the-counter drugs or cough medicine). If this happens, you will have to pay full price for that drug unless you have other coverage (for example, employer group or union coverage).

To ask for a temporary supply, call Member Services (phone numbers are printed on the back cover of this booklet).

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by our plan or ask us to make an exception for you and cover your current drug. The sections below tell you more about these options.

You can change to another drug

Start by talking with your provider. Perhaps there is a different drug covered by our plan that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

You can ask for an exception

You and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule. For example, you can ask us to cover a drug even though it is not on our plan's Drug List. Or you can ask us to make an exception and cover the drug without restrictions.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?

If your drug is in a cost-sharing tier you think is too high, here are things you can do:

You can change to another drug

If your drug is in a cost-sharing tier you think is too high, start by talking with your provider. Perhaps there is a different drug in a lower cost-sharing tier that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

You can ask for an exception

For drugs in Tier 2 (generic drugs) or Tier 4 (nonpreferred brand-name drugs), you and your provider can ask us to make an exception to the cost-sharing tier for the drug so that you pay less for it. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Drugs in our specialty tier (Tier 5) are not eligible for this type of exception. We do not lower the cost-sharing amount for drugs in this tier.

SECTION 6. What if your coverage changes for one of your drugs?

Section 6.1 The Drug List can change during the year

Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, we might make changes to the Drug List. For example, we might:

- Add or remove drugs from the Drug List. New drugs become available, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled and we decide not to cover it. Or we might remove a drug from the list because it has been found to be ineffective.
- Move a drug to a higher or lower cost-sharing tier.
- Add or remove a restriction on coverage for a drug (for more information about restrictions to coverage, see Section 4 in this chapter).
- Replace a brand-name drug with a generic drug.

In almost all cases, we must get approval from Medicare for changes we make to our Drug List.

Section 6.2 What happens if coverage changes for a drug you are taking?

How will you find out if your drug's coverage has been changed?

If there is a change to coverage for a drug you are taking, we will send you a notice to tell you. Normally, **we will let you know at least 60 days ahead of time.**

Once in a while, a drug is suddenly recalled because it's been found to be unsafe or for other reasons. If this happens, we will immediately remove the drug from the Drug List. We will let you know of this change right away. Your provider will also know about this change, and can work with you to find another drug for your condition.

Do changes to your drug coverage affect you right away?

If any of the following types of changes affect a drug you are taking, the change will not affect you until January 1 of the next year if you stay in our plan:

- If we move your drug into a higher cost-sharing tier.
- If we put a new restriction on your use of the drug.
- If we remove your drug from the Drug List, but not because of a sudden recall or because a new generic drug has replaced it.

If any of these changes happen to a drug you are taking, then the change won't affect your use or what you pay as your share of the cost until January 1 of the next year. Until that date, you

probably won't see any increase in your payments or any added restriction to your use of the drug. However, on January 1 of the next year, the changes will affect you.

In some cases, you will be affected by the coverage change before January 1:

- If a brand-name drug you are taking is replaced by a new generic drug, we must give you at least 60 days' notice or give you a 60-day refill of your brand-name drug at a network pharmacy.
 - ◆ During this 60-day period, you should be working with your provider to switch to the generic or to a different drug that we cover.
 - ◆ Or you and your provider can ask us to make an exception and continue to cover the brand-name drug for you. For information about how to ask for an exception, see Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)."
- Again, if a drug is suddenly recalled because it's been found to be unsafe or for other reasons, we will immediately remove the drug from the Drug List. We will let you know of this change right away.
 - ◆ Your provider will also know about this change, and can work with you to find another drug for your condition.

SECTION 7. What types of drugs are *not* covered by our plan?

Section 7.1 Types of drugs we do not cover

This section tells you what kinds of prescription drugs are "excluded." This means Medicare does not pay for these drugs.

If you get drugs that are excluded, you must pay for them yourself. We won't pay for the drugs that are listed in this section; the only exception is if the requested drug is found upon appeal to be a drug that is not excluded under Part D and we should have paid for or covered it because of your specific situation. (For information about appealing a decision we have made to not cover a drug, go to Chapter 9, Section 6.5, in this booklet.)

Here are three general rules about drugs that Medicare drug plans will not cover under Part D:

- Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.
- Our plan cannot cover a drug purchased outside the United States and its territories.
- Our plan usually cannot cover off-label use. "Off-label use" is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.
 - ◆ Generally, coverage for "off-label use" is allowed only when the use is supported by certain reference books. These reference books are the American Hospital Formulary Service Drug Information; the DRUGDEX Information System; and for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology; or their

successors. If the use is not supported by any of these reference books, then our plan cannot cover its "off-label use."

Also, by law, these categories of drugs are not covered by Medicare drug plans:

- Nonprescription drugs (also called over-the-counter drugs).
- Drugs when used to promote fertility.
- Drugs when used for the relief of cough or cold symptoms.
- Drugs when used for cosmetic purposes or to promote hair growth.
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations.
- Drugs when used for the treatment of sexual or erectile dysfunction, such as Viagra[®], Cialis[®], Levitra[®], and Caverject[®].
- Drugs when used for treatment of anorexia, weight loss, or weight gain.
- Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale.

If you receive "Extra Help" paying for your drugs, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid program to determine what drug coverage may be available to you. (You can find phone numbers and contact information for Medicaid in Chapter 2, Section 6.)

SECTION 8. Show your plan membership card when you fill a prescription

Section 8.1 Show your membership card

To fill your prescription, show your plan membership card at the network pharmacy you choose. When you show your plan membership card, the network pharmacy will automatically bill our plan for our share of your covered prescription drug cost. You will need to pay the pharmacy your share of the cost when you pick up your prescription.

Section 8.2 What if you don't have your membership card with you?

If you don't have your plan membership card with you when you fill your prescription, ask the pharmacy to call our plan to get the necessary information.

If the pharmacy is not able to get the necessary information, you may have to pay the full cost of the prescription when you pick it up. You can then ask us to reimburse you for our share. See Chapter 7, Section 2.1, for information about how to ask us for reimbursement.

SECTION 9. Part D drug coverage in special situations

Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?

If you are admitted to a hospital or to a skilled nursing facility for a stay covered by our plan, we will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, we will cover your drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this section that tell you about the rules for getting drug coverage. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about drug coverage and what you pay.

Please note: When you enter, live in, or leave a skilled nursing facility, you are entitled to a special enrollment period. During this time period, you can switch plans or change your coverage. (Chapter 10, "Ending your membership in our plan," tells you when you can leave our plan and join a different Medicare plan.)

Section 9.2 What if you're a resident in a long-term care (LTC) facility?

Usually, a long-term care (LTC) facility (such as a nursing home) has its own pharmacy, or a pharmacy that supplies drugs for all of its residents. If you are a resident of a long-term care facility, you may get your prescription drugs through the facility's pharmacy as long as it is part of our network.

Check your **Pharmacy Directory** to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you're a resident in a long-term care (LTC) facility and become a new member of our plan?

If you need a drug that is not on our Drug List or is restricted in some way, we will cover a **temporary supply** of your drug during the first 90 days of your membership. The total supply will be for a maximum of up to a 98-day supply, or less if your prescription is written for fewer days. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)

If you have been a member of our plan for more than 90 days and need a drug that is not on our Drug List or if our plan has any restriction on the drug's coverage, we will cover one 31-day supply, or less if your prescription is written for fewer days.

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. Perhaps there is a different drug covered by our plan that might work just as well for you. Or you and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do.

Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?

Do you currently have other prescription drug coverage through your (or your spouse's) employer or retiree group? If so, please contact that group's benefits administrator. He or she can help you determine how your current prescription drug coverage will work with our plan. In general, if you are currently employed, the prescription drug coverage you get from us will be secondary to your employer or retiree group coverage. That means your group coverage would pay first.

Special note about "creditable coverage"

Each year your employer or retiree group should send you a notice that tells you if your prescription drug coverage for the next calendar year is "creditable" and the choices you have for drug coverage.

If the coverage from the group plan is "**creditable**," it means that the plan has drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.

Keep these notices about creditable coverage because you may need them later. If you enroll in a Medicare plan that includes Part D drug coverage, you may need these notices to show that you have maintained creditable coverage. If you didn't get a notice about creditable coverage from your employer or retiree group plan, you can get a copy from your employer or retiree group's benefits administrator or the employer or union.

Section 9.4 What if you're in Medicare-certified hospice?

Drugs are never covered by both hospice and our plan at the same time. If you are enrolled in Medicare hospice and require an anti-nausea, laxative, pain medication, or antianxiety drug that is not covered by your hospice because it is unrelated to your terminal illness and related conditions, our plan must receive notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in receiving any unrelated drugs that should be covered by our plan, you can ask your hospice provider or prescriber to make sure we have the notification that the drug is unrelated before you ask a pharmacy to fill your prescription.

In the event you either revoke your hospice election or are discharged from hospice, our plan should cover all your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, you should bring documentation to the pharmacy to verify your revocation or discharge. See the previous parts of this chapter that tell about the rules for getting drug coverage under Part D. Chapter 6, "What you pay for your Part D prescription drugs," gives more information about drug coverage and what you pay.

SECTION 10. Programs on drug safety and managing medications

Section 10.1 Programs to help members use drugs safely

We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care. These reviews are especially important for members who have more than one provider who prescribes their drugs.

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

- Possible medication errors.
- Drugs that may not be necessary because you are taking another drug to treat the same medical condition.
- Drugs that may not be safe or appropriate because of your age or gender.
- Certain combinations of drugs that could harm you if taken at the same time.
- Prescriptions written for drugs that have ingredients you are allergic to.
- Possible errors in the amount (dosage) of a drug you are taking.

If we see a possible problem in your use of medications, we will work with your provider to correct the problem.

Section 10.2 Medication Therapy Management (MTM) program to help members manage their medications

We have a program that can help our members with complex health needs. For example, some members have several medical conditions, take different drugs at the same time, and have high drug costs.

This program is voluntary and free to members. A team of pharmacists and doctors developed the program for us. This program can help make sure that our members get the most benefit from the drugs they take.

Our program is called a Medication Therapy Management (MTM) program. Some members who take medications for different medical conditions may be able to get services through a MTM program. A pharmacist or other health professional will give you a comprehensive review of all your medications. You can talk about how best to take your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary of this discussion. The summary has a medication action plan that recommends what you can do to make the best use of your medications, with space for you to take notes or write down any follow-up questions. You'll also get a personal medication list that will include all the medications you're taking and why you take them.

It's a good idea to have your medication review before your yearly "Wellness" visit, so you can talk to your doctor about your action plan and medication list. Bring your action plan and medication list with you to your visit or anytime you talk with your doctors, pharmacists, and other health care providers. Also, keep your medication list with you (for example, with your ID) in case you go to the hospital or emergency room.

If we have a program that fits your needs, we will automatically enroll you in the program and send you information. If you decide not to participate, please notify us and we will withdraw you from the program. If you have any questions about these programs, please contact Member Services (phone numbers are printed on the back cover of this booklet).

CHAPTER 6. What you pay for your Part D prescription drugs

SECTION 1. Introduction	124
Section 1.1 Use this chapter together with other materials that explain your drug coverage.....	124
Section 1.2 Types of out-of-pocket costs you may pay for covered drugs	125
SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug	125
Section 2.1 What are the drug payment stages for Medicare Plus members?.....	125
SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in	126
Section 3.1 We send you a monthly report called the "Part D Explanation of Benefits" (the "Part D EOB").....	126
Section 3.2 Help us keep our information about your drug payments up-to-date	127
SECTION 4. For both Basic plans, during the deductible stage, you pay the full cost of your Part D drugs. There is no deductible for the High Option and both Standard Option plans.....	128
Section 4.1 For both Basic plans, you stay in the deductible stage until you have paid \$360 for your Part D drugs. For the High Option and both Standard Option plans, you do not pay a deductible for your Part D drugs	128
SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share.....	128
Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription.....	128
Section 5.2 A table that shows your costs for a one-month supply of a drug	129
Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply	132
Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug.....	133
Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,310	134
SECTION 6. During the Coverage Gap Stage, you receive a discount on brand-name drugs and pay no more than 58% of the costs of generic drugs.....	135
Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$4,850	135

Section 6.2	How Medicare calculates your out-of-pocket costs for prescription drugs.....	137
SECTION 7.	During the Catastrophic Coverage Stage, we pay most of the cost for your drugs.....	138
Section 7.1	Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year	138
SECTION 8.	What you pay for vaccinations covered by Part D depends upon how and where you get them	139
Section 8.1	Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine.....	139
Section 8.2	You may want to call Member Services before you get a vaccination	140
SECTION 9.	Do you have to pay the Part D "late enrollment penalty"?	141
Section 9.1	What is the Part D "late enrollment penalty"?	141
Section 9.2	How much is the Part D late enrollment penalty?.....	141
Section 9.3	In some situations, you can enroll late and not have to pay the penalty	142
Section 9.4	What can you do if you disagree about your late enrollment penalty?	143
SECTION 10.	Do you have to pay an extra Part D amount because of your income?	143
Section 10.1	Who pays an extra Part D amount because of income?	143
Section 10.2	How much is the extra Part D amount?.....	143
Section 10.3	What can you do if you disagree about paying an extra Part D amount?	144
Section 10.4	What happens if you do not pay the extra Part D amount?.....	145



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, some information in this **Evidence of Coverage** about the costs for Part D prescription drugs does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 Use this chapter together with other materials that explain your drug coverage

This chapter focuses on what you pay for your Part D prescription drugs. To keep things simple, we use "drug" in this chapter to mean a Part D prescription drug. As explained in Chapter 5, not all drugs are Part D drugs—some drugs are covered under Medicare Part A or Part B and other drugs are excluded from Medicare coverage by law.

To understand the payment information we give you in this chapter, you need to know the basics of what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. Here are materials that explain these basics:

- Our **Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary**. To keep things simple, we call this the "Drug List."
 - ◆ This Drug List tells you which drugs are covered for you.
 - ◆ It also tells you which of the six "cost-sharing tiers" the drug is in and whether there are any restrictions on your coverage for the drug.
 - ◆ If you need a copy of the Drug List, call Member Services (phone numbers are printed on the back cover of this booklet). You can also find the Drug List on our website at kp.org/seniormedrx. The Drug List on the website is always the most current.
- **Chapter 5 of this booklet**. Chapter 5 gives you the details about your prescription drug coverage, including rules you need to follow when you get your covered drugs. Chapter 5 also tells you which types of prescription drugs are not covered by our plan.
- **Our plan's Pharmacy Directory**. In most situations, you must use a network pharmacy to get your covered drugs (see Chapter 5 for the details). The **Pharmacy Directory** has a list of pharmacies in our plan's network. It also tells you which pharmacies in our network can give you a long-term supply of a drug (such as filling a prescription for a three-month supply).

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage** and they all include Medicare Part D prescription drug coverage:

- **High Option.**
- **Standard Option.**
- **Standard Part B Only Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment confirmation letter).

Section 1.2 Types of out-of-pocket costs you may pay for covered drugs

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services. The amount that you pay for a drug is called "cost-sharing" and there are three ways you may be asked to pay.

- The "**deductible**" is the amount you must pay for drugs before our plan begins to pay its share.
- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug

Section 2.1 What are the drug payment stages for Medicare Plus members?

As shown in the table below, there are "drug payment stages" for your prescription drug coverage under our plan. How much you pay for a drug depends upon which of these stages you are in at the time you get a prescription filled or refilled. Keep in mind you are always responsible for our plan's monthly premium regardless of the drug payment stage.

Stage 1 Yearly Deductible Stage	Stage 2 Initial Coverage Stage	Stage 3 Coverage Gap Stage	Stage 4 Catastrophic Coverage Stage
<p>For Basic Option or Basic Part B Only Option plan members, you begin in this payment stage when you fill your first prescription of the year. During this stage, you pay the full cost of your drugs. You stay in this stage until you have paid \$360 for your drugs (\$360 is the amount of your deductible).</p> <p>For High Option, Standard Option, or Standard Part B Only Option plan members, because there is no deductible for your plan, this payment stage does not apply to you.</p> <p>(Details are in Section 4 of this chapter.)</p>	<p>For High Option, Standard Option, or Standard Part B Only Option plan members, you begin in this stage when you fill your first prescription of the year.</p> <p>For all members, during this stage, we pay our share of the cost of your drugs and you pay your share of the cost.</p> <p>You stay in this stage until your year-to-date "total drug costs" (your payments plus any Part D plan's payments) total \$3,310.</p> <p>(Details are in Section 5 of this chapter.)</p>	<p>During this stage, you pay 45% of the price for brand-name drugs (plus a portion of the dispensing fee), and 58% of the price for generic drugs except that:</p> <ul style="list-style-type: none"> • High Option plan members pay the copayment listed in Section 6 of this chapter for generics and vaccines, or 58% of the price, whichever is lower. • Both Standard Option plan members pay nothing for vaccines during this stage. <p>You stay in this stage until your year-to-date "out-of-pocket costs" (your payments) reach a total of \$4,850. This amount and rules for counting costs toward this amount have been set by Medicare.</p> <p>(Details are in Section 6 of this chapter.)</p>	<p>During this stage, we will pay most of the cost of your drugs for the rest of the calendar year (through December 31, 2016).</p> <p>(Details are in Section 7 of this chapter.)</p>

SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in

Section 3.1 We send you a monthly report called the "Part D Explanation of Benefits" (the "Part D EOB")

Our plan keeps track of the costs of your prescription drugs and the payments you have made when you get your prescriptions filled or refilled at the pharmacy. This way, we can tell you when you have moved from one drug payment stage to the next. In particular, there are two types of costs we keep track of:

- We keep track of how much you have paid. This is called your "**out-of-pocket**" cost.

- We keep track of your "**total drug costs.**" This is the amount you pay out-of-pocket or others pay on your behalf plus the amount paid by the plan.

Our plan will prepare a written report called the **Part D Explanation of Benefits** (it is sometimes called the "**Part D EOB**") when you have had one or more prescriptions filled through our plan during the previous month. It includes:

- **Information for that month.** This report gives you the payment details about the prescriptions you have filled during the previous month. It shows the total drug costs, what the plan paid, and what you and others on your behalf paid.
- **Totals for the year since January 1.** This is called "year-to-date" information. It shows you the total drug costs and total payments for your drugs since the year began.

Section 3.2 Help us keep our information about your drug payments up-to-date

To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up-to-date:

- **Show your membership card when you get a prescription filled.** To make sure we know about the prescriptions you are filling and what you are paying, show your plan membership card every time you get a prescription filled.
- **Make sure we have the information we need.** There are times you may pay for prescription drugs when we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, you may give us copies of receipts for drugs that you have purchased. (If you are billed for a covered drug, you can ask us to pay our share of the cost. For instructions about how to do this, go to Chapter 7, Section 2, of this booklet.) Here are some types of situations when you may want to give us copies of your drug receipts to be sure we have a complete record of what you have spent for your drugs:
 - ♦ When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan's benefit.
 - ♦ When you made a copayment for drugs that are provided under a drug manufacturer patient assistance program.
 - ♦ Anytime you have purchased covered drugs at out-of-network pharmacies or other times you have paid the full price for a covered drug under special circumstances.
- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs and help qualify you for catastrophic coverage. For example, payments made by a State Pharmaceutical Assistance Program, an AIDS drug assistance program (ADAP), the Indian Health Service, and most charities count toward your out-of-pocket costs. You should keep a record of these payments and send them to us so we can track your costs.
- **Check the written report we send you.** When you receive a **Part D Explanation of Benefits** (a **Part D EOB**) in the mail, please look it over to be sure the information is complete and correct. If you think something is missing from the report, or you have any questions,

please call Member Services (phone numbers are printed on the back cover of this booklet). You can also choose to view your **Part D EOB** online instead of by mail. Please visit **kp.org/goinggreen** and sign on to learn more about choosing to view your **Part D EOB** securely online. Be sure to keep these reports. They are an important record of your drug expenses.

SECTION 4. For both Basic plans, during the deductible stage, you pay the full cost of your Part D drugs. There is no deductible for the High Option and both Standard Option plans

Section 4.1 For both Basic plans, you stay in the deductible stage until you have paid \$360 for your Part D drugs. For the High Option and both Standard Option plans, you do not pay a deductible for your Part D drugs

Basic Option and Basic Part B Only Option plan members

The Deductible Stage is the first payment stage for your drug coverage. This stage begins when you fill your first prescription in the year. When you are in this payment stage, you must pay the full cost of your drugs until you reach the plan's deductible amount, which is **\$360** for 2016.

- Your "**full cost**" is usually lower than the normal full price of the drug, since our plan has negotiated lower costs for most drugs.
- The "**deductible**" is the amount you must pay for your Part D prescription drugs before the plan begins to pay its share.

Once you have paid \$360 for your drugs, you leave the Deductible Stage and move on to the next drug payment stage, which is the Initial Coverage Stage.

High Option, Standard Option, and Standard Part B Only Option plan members

There is no deductible for High Option, Standard Option, and Standard Part B Only Option plan members. You begin in the Initial Coverage Stage when you fill your first prescription of the year. See Section 5 for information about your coverage in the Initial Coverage Stage.

SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share

Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription

During the Initial Coverage Stage, we pay our share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending upon the drug and where you fill your prescription.

Our plan has six cost-sharing tiers

Every drug on our plan's Drug List is in one of six cost-sharing tiers. In general, the higher the cost-sharing tier number, the higher your cost for the drug:

- Cost-sharing **Tier 1** for preferred generic drugs.
- Cost-sharing **Tier 2** for generic drugs.
- Cost-sharing **Tier 3** for preferred brand-name drugs.
- Cost-sharing **Tier 4** for nonpreferred brand-name drugs.
- Cost-sharing **Tier 5** for specialty-tier drugs.
- Cost-sharing **Tier 6** for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up in our plan's Drug List.

Your pharmacy choices

How much you pay for a drug depends upon whether you get the drug from:

- A network retail pharmacy that offers standard cost-sharing.
- A network retail pharmacy that offers preferred cost-sharing.
- A pharmacy that is not in our plan's network.
- Our plan's mail-order pharmacy.

For more information about these pharmacy choices and filling your prescriptions, see Chapter 5 in this booklet and our plan's **Pharmacy Directory**.

Generally, we will cover your prescriptions only if they are filled at one of our network pharmacies. Some of our network pharmacies also offer preferred cost-sharing. You may go to either network pharmacies that offer preferred cost-sharing or other network pharmacies that offer standard cost-sharing to receive your covered prescription drugs. Your costs may be less at pharmacies that offer preferred cost-sharing.

Section 5.2 A table that shows your costs for a one-month supply of a drug

During the Initial Coverage Stage, your share of the cost of a covered drug will be either a copayment or coinsurance.

- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

As shown in the table below, the amount of the copayment or coinsurance depends upon which cost-sharing tier your drug is in. **Please note:**

- If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.

- We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 5, Section 2.5, for information about when we will cover a prescription filled at an out-of-network pharmacy.

Your share of the cost when you get a one-month supply of a covered Part D prescription drug:

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
Tier 1 – Preferred generic drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				
• Standard Option or Standard Part B Only Option	\$10	\$7	\$7	\$10	\$10
• High Option	\$10	\$5	\$5	\$10	\$10
Tier 2 – Generic drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				
• High Option, Standard Option, or Standard Part B Only Option	\$20	\$15	\$15	\$20	\$20
Tier 3 – Preferred brand-name drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
<ul style="list-style-type: none"> • High Option, Standard Option, or Standard Part B Only Option 	\$47	\$42	\$42	\$47	\$47
Tier 4 – Nonpreferred brand-name drugs					
<ul style="list-style-type: none"> • Basic Option or Basic Part B Only Option 	25% coinsurance.				
<ul style="list-style-type: none"> • Standard Option or Standard Part B Only Option 	\$100	\$95	\$95	\$100	\$100
<ul style="list-style-type: none"> • High Option 	\$100	\$80	\$80	\$100	\$100
Tier 5 – Specialty-tier drugs					
<ul style="list-style-type: none"> • Basic Option or Basic Part B Only Option 	25% coinsurance.				
<ul style="list-style-type: none"> • High Option, Standard Option, or Standard Part B Only Option 	33% coinsurance.				

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
Tier 6 – Injectable Part D vaccines					
• Basic Option or Basic Part B Only Option	Mail-order is not available for drugs in Tier 6.	25%	Mail-order is not available for drugs in Tier 6.	25%	25%
• High Option, Standard Option, or Standard Part B Only Option	Mail-order is not available for drugs in Tier 6.	\$0	Mail-order is not available for drugs in Tier 6.	\$0	\$0

Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply

Typically, the amount you pay for a prescription drug covers a full month's supply of a covered drug. However your doctor can prescribe less than a month's supply of drugs. There may be times when you want to ask your doctor about prescribing less than a month's supply of a drug (for example, when you are trying a medication for the first time that is known to have serious side effects). If your doctor prescribes less than a full month's supply, you will not have to pay for the full month's supply for certain drugs.

The amount you pay when you get less than a full month's supply will depend on whether you are responsible for paying coinsurance (a percentage of the total cost) or a copayment (a flat dollar amount).

- If you are responsible for coinsurance, you pay a percentage of the total cost of the drug. You pay the same percentage regardless of whether the prescription is for a full month's supply or for fewer days. However, because the entire drug cost will be lower if you get less than a full month's supply, the amount you pay will be less.
- If you are responsible for a copayment for the drug, your copayment will be based on the number of days of the drug that you receive. We will calculate the amount you pay per day for

your drug (the "daily cost-sharing rate") and multiply it by the number of days of the drug you receive.

- ◆ Here's an example: Let's say the copayment for your drug for a full month's supply (a 30-day supply) is \$30. This means that the amount you pay per day for your drug is \$1. If you receive a 7 days' supply of the drug, your payment will be \$1 per day multiplied by 7 days, for a total payment of \$7.

Daily cost-sharing allows you to make sure a drug works for you before you have to pay for an entire month's supply. You can also ask your doctor to prescribe, and your pharmacist to dispense, less than a full month's supply of a drug or drugs, if this will help you better plan the refill date for different prescriptions so that you can take fewer trips to the pharmacy. The amount you pay will depend upon the days' supply you receive.

Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug

For some drugs, you can get a long-term supply (also called an "extended supply") when you fill your prescription. A long-term supply is up to a 90-day supply. (For details on where and how to get a long-term supply of a drug, see Chapter 5, Section 2.4.)

The table below shows what you pay when you get a long-term (up to a 90-day) supply of a drug.

Please note: If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.

Your share of the cost when you get a long-term supply of a covered Part D prescription drug:

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing
<i>Up to a 90-day supply</i>			
Tier 1—Preferred generic drugs			
• Basic Option or Basic Part B Only Option		25% coinsurance.	
• Standard Option or Standard Part B Only Option	\$30	\$21	\$0
• High Option	\$30	\$15	\$0
Tier 2—Generic drugs			
• Basic Option or Basic Part B Only Option		25% coinsurance.	

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing
<i>Up to a 90-day supply</i>			
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$60	\$45	\$30
Tier 3 – Preferred brand-name drugs (all plans)			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$141	\$126	\$84
Tier 4 – Nonpreferred brand-name drugs			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> Standard Option or Standard Part B Only Option 	\$300	\$285	\$190
<ul style="list-style-type: none"> High Option 	\$300	\$240	\$160
Tier 5 – Specialty-tier drugs			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	33% coinsurance.		
Tier 6 – Injectable Part D vaccines	A long-term supply is not available for drugs in Tier 6.		

Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,310

You stay in the Initial Coverage Stage until the total amount for the prescription drugs you have filled and refilled reaches the **\$3,310 limit for the Initial Coverage Stage**.

Your total drug cost is based on adding together what you have paid and what any Part D plan has paid:

- **What you have paid** for all the covered drugs you have gotten since you started with your first drug purchase of the year. (See Section 6.2 for more information about how Medicare calculates your out-of-pocket costs.) This includes:
 - ♦ The total you paid as your share of the cost for your drugs during the Initial Coverage Stage.
- **What our plan has paid** as its share of the cost for your drugs during the Initial Coverage Stage. (If you were enrolled in a different Part D plan at any time during 2016, the amount that plan paid during the Initial Coverage Stage also counts toward your total drug costs.)

The **Part D Explanation of Benefits (Part D EOB)** that we send to you will help you keep track of how much you and our plan, as well as any third parties, have spent on your behalf during the year. Many people do not reach the **\$3,310** limit in a year.

We will let you know if you reach this **\$3,310** amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Coverage Gap Stage.

SECTION 6. During the Coverage Gap Stage, you receive a discount on brand-name drugs and pay no more than 58% of the costs of generic drugs

Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$4,850

Brand-name drugs during the Coverage Gap Stage

When you are in the Coverage Gap Stage, **the Medicare Coverage Gap Discount Program provides manufacturer discounts on brand-name drugs for Tiers 3–5** (and Tier 6 for Basic Option or Basic Part B Only Option plan members). You pay 45% of the negotiated price and a portion of the dispensing fee for brand-name drugs. Both the amount you pay and the amount discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them, and move you through the coverage gap. Note: For Standard Option or Standard Part B Only Option plan members, there is no charge for Tier 6 vaccines during the Coverage Gap Stage.

Generic drugs for Standard or Basic Option or Standard or Basic Part B Only Option plan members during the Coverage Gap Stage

For members enrolled in one of our Standard or Basic plans, you also receive some coverage for generic drugs during the Coverage Gap Stage. You pay no more than 58% of the cost for generic drugs and our plan pays the rest. For generic drugs, the amount paid by our plan (42%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap.

Generic drugs and vaccines for High Option plan members during the Coverage Gap Stage

For members enrolled in the High Option plan, you also receive coverage of generic drugs and injectable Part D vaccines during the Coverage Gap Stage. You pay either the copayments listed in the chart below or 58% of the costs of generic drugs, whichever is lower, until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2016, that amount is **\$4,850**.

Cost-sharing tier for High Option	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
Tier 1 – Preferred generic drugs	\$10 for up to a 30-day supply, or \$30 for up to a 90-day supply.	\$5 for up to a 30-day supply, or \$15 for up to a 90-day supply.	\$5 for up to a 30-day supply, or \$0 for up to a 90-day supply.	\$10 for up to a 31-day supply.	\$10 for up to a 30-day supply.
Tier 2 – Generic drugs	\$20 for up to a 30-day supply, or \$60 for up to a 90-day supply.	\$15 for up to a 30-day supply, or \$45 for up to a 90-day supply.	\$15 for up to a 30-day supply, or \$30 for up to a 90-day supply.	\$20 for up to a 31-day supply.	\$20 for up to a 30-day supply.
Tier 6 – Injectable Part D vaccines	Mail-order is not available for drugs in Tier 6.	\$0	Mail-order is not available for drugs in Tier 6.	\$0	\$0

You continue paying the discounted price for brand-name drugs and no more than 58% of the costs of generic drugs until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2016, that amount is **\$4,850**.

Medicare has rules about what counts and what does *not* count as your out-of-pocket costs. When you reach an out-of-pocket limit of **\$4,850**, you leave the Coverage Gap Stage and move on to the Catastrophic Coverage Stage.

Section 6.2 How Medicare calculates your out-of-pocket costs for prescription drugs

Here are Medicare's rules that we must follow when we keep track of your out-of-pocket costs for your drugs.

These payments are included in your out-of-pocket costs

When you add up your out-of-pocket costs, you can include the payments listed below (as long as they are for Part D covered drugs and you followed the rules for drug coverage that are explained in Chapter 5 of this booklet):

- The amount you pay for drugs when you are in any of the following drug payment stages:
 - ♦ The Deductible Stage.
 - ♦ The Initial Coverage Stage.
 - ♦ The Coverage Gap Stage.
- Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan.

It matters who pays:

- If you make these payments yourself, they are included in your out-of-pocket costs.
- These payments are also included if they are made on your behalf by certain other individuals or organizations. This includes payments for your drugs made by a friend or relative, by most charities, by AIDS drug assistance programs, by a State Pharmaceutical Assistance Program that is qualified by Medicare, or by the Indian Health Service. Payments made by Medicare's "Extra Help" Program are also included.
- Some of the payments made by the Medicare Coverage Gap Discount Program are included. The amount the manufacturer pays for your brand-name drugs is included. But the amount our plan pays for your generic drugs is not included.

Moving on to the Catastrophic Coverage Stage:

When you (or those paying on your behalf) have spent a total of **\$4,850** in out-of-pocket costs within the calendar year, you will move from the Coverage Gap Stage to the Catastrophic Coverage Stage.

These payments are not included in your out-of-pocket costs

When you add up your out-of-pocket costs, you are **not** allowed to include any of these types of payments for prescription drugs:

- The amount you pay for your monthly premium.
- Drugs you buy outside the United States and its territories.
- Drugs that are not covered by our plan.
- Drugs you get at an out-of-network pharmacy that do not meet our plan's requirements for out-of-network coverage.

- Non-Part D drugs, including prescription drugs covered by Part A or Part B and other drugs excluded from coverage by Medicare.
- Payments made by our plan for your brand or generic drugs while in the Coverage Gap.
- Payments for your drugs that are made by group health plans, including employer health plans.
- Payments for your drugs that are made by certain insurance plans and government-funded health programs, such as TRICARE and the Veterans Administration.
- Payments for your drugs made by a third party with a legal obligation to pay for prescription costs (for example, Workers' Compensation).

Reminder: If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan. Call Member Services to let us know (phone numbers are printed on the back cover of this booklet).

How can you keep track of your out-of-pocket total?

- **We will help you.** The **Part D Explanation of Benefits (Part D EOB)** report we send to you includes the current amount of your out-of-pocket costs (Section 3 in this chapter tells you about this report). When you reach a total of **\$4,850** in out-of-pocket costs for the year, this report will tell you that you have left the Coverage Gap Stage and have moved on to the Catastrophic Coverage Stage.
- **Make sure we have the information we need.** Section 3.2 tells you what you can do to help make sure that our records of what you have spent are complete and up-to-date.

SECTION 7. During the Catastrophic Coverage Stage, we pay most of the cost for your drugs

Section 7.1 Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the **\$4,850** limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will stay in this payment stage until the end of the calendar year. During this stage, we will pay most of the cost for your drugs.

You pay **5% coinsurance** for all Medicare Part D drugs except for Tier 6 vaccines for **High Option, Standard Option, or Standard Part B Only Option** plan members who pay nothing for injectable Medicare Part D vaccines in this stage. We will pay the rest.

SECTION 8. What you pay for vaccinations covered by Part D depends upon how and where you get them

Section 8.1 Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine

Our plan provides coverage of a number of Part D vaccines. We also cover vaccines that are considered medical benefits. You can find out about coverage of these vaccines by going to the Medical Benefits Chart in Chapter 4, Section 2.1.

There are two parts to our coverage of Part D vaccinations:

- The first part of coverage is the cost of the vaccine medication itself. The vaccine is a prescription medication.
- The second part of coverage is for the cost of giving you the vaccine. (This is sometimes called the "administration" of the vaccine.)

What do you pay for a Part D vaccination?

What you pay for a Part D vaccination depends upon three things:

- 1. The type of vaccine** (what you are being vaccinated for).
 - ♦ Some vaccines are considered medical benefits. You can find out about your coverage of these vaccines by going to Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."
 - ♦ Other vaccines are considered Part D drugs. You can find these vaccines listed in our **Kaiser Permanente 2016 Comprehensive Formulary**.
- 2. Where you get the vaccine medication.**
- 3. Who gives you the vaccine.**

What you pay at the time you get the Part D vaccination can vary depending upon the circumstances. For example:

- ♦ Sometimes when you get your vaccine, you will have to pay the entire cost for both the vaccine medication and for getting the vaccine. You can ask us to pay you back for our share of the cost.
- ♦ Other times, when you get the vaccine medication or the vaccine, you will pay only your share of the cost.

To show how this works, here are three common ways you might get a Part D vaccine. Remember, if you are a Basic Option or Basic Option with B Only plan member, you are responsible for some of the costs associated with vaccines (including their administration) during the Coverage Gap Stage of your benefit.

Situation 1:

- You buy the Part D vaccine at the pharmacy and you get your vaccine at the network pharmacy. (Whether you have this choice depends upon where you live. Some states do not allow pharmacies to administer a vaccination.)
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine and the cost of giving you the vaccine.
 - ◆ Our plan will pay the remainder of the costs.

Situation 2:

- You get the Part D vaccination at your doctor's office.
 - ◆ When you get the vaccination, you will pay for the entire cost of the vaccine and its administration.
 - ◆ You can then ask us to pay our share of the cost by using the procedures that are described in Chapter 7 of this booklet ("Asking us to pay our share of a bill you have received for covered medical services or drugs").
 - ◆ You will be reimbursed the amount you paid less your normal copayment for the vaccine (including administration) less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

Situation 3:

- You buy the Part D vaccine at your pharmacy, and then take it to your doctor's office where they give you the vaccine.
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine itself.
 - ◆ When your doctor gives you the vaccine, you will pay the entire cost for this service. You can then ask us to pay our share of the cost by using the procedures described in Chapter 7 of this booklet.
 - ◆ You will be reimbursed the amount charged by the doctor for administering the vaccine less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

IMPORTANT NOTE: When you receive a covered injectable Part D vaccine at a Kaiser Permanente network medical office or injection clinic, **you will not be charged at the time of your visit.** Instead, we will send you a bill for the applicable cost-sharing for the Part D vaccine and vaccine administration.

Section 8.2 You may want to call Member Services before you get a vaccination

The rules for coverage of vaccinations are complicated. We are here to help. We recommend that you first call Member Services whenever you are planning to get a vaccination. Phone numbers for Member Services are printed on the back cover of this booklet.

- We can tell you about how your vaccination is covered by our plan and explain your share of the cost.

- We can tell you how to keep your own cost down by using providers and pharmacies in our network.
- If you are not able to use a network provider and pharmacy, we can tell you what you need to do to get payment from us for our share of the cost.

SECTION 9. Do you have to pay the Part D "late enrollment penalty"?

Section 9.1 What is the Part D "late enrollment penalty"?

Note: If you receive "Extra Help" from Medicare to pay for your prescription drugs, you will not pay a late enrollment penalty.

The late enrollment penalty is an amount that is added to your Part D premium. You may owe a late enrollment penalty if at any time after your initial enrollment period is over, there is a period of 63 days or more in a row when you did not have Part D or other creditable prescription drug coverage. "Creditable prescription drug coverage" is coverage that meets Medicare's minimum standards since it is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. The amount of the penalty depends upon how long you waited to enroll in a creditable prescription drug coverage plan anytime after the end of your initial enrollment period or how many full calendar months you went without creditable prescription drug coverage. You will have to pay this penalty for as long as you have Part D coverage.

The late enrollment penalty is added to your monthly premium. When you first enroll in our plan, we let you know the amount of the penalty.

Your late enrollment penalty is considered part of your plan premium. If you do not pay your late enrollment penalty, you could lose your prescription drug benefits for failure to pay your plan premium.

Section 9.2 How much is the Part D late enrollment penalty?

Medicare determines the amount of the penalty. Here is how it works:

- First count the number of full months that you delayed enrolling in a Medicare drug plan, after you were eligible to enroll. Or count the number of full months in which you did not have creditable prescription drug coverage, if the break in coverage was 63 days or more. The penalty is 1% for every month that you didn't have creditable coverage. For example, if you go 14 months without coverage, the penalty will be 14%.
- Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2016, this average premium amount is \$34.10.
- To calculate your monthly penalty, you multiply the penalty percentage and the average monthly premium, and then round it to the nearest 10 cents. In the example here, it would be 14% times \$34.10, which equals \$4.77. This rounds to \$4.80. This amount would be added to the monthly premium for someone with a late enrollment penalty.

There are three important things to note about this monthly late enrollment penalty:

- First, the penalty may change each year because the average monthly premium can change each year. If the national average premium (as determined by Medicare) increases, your penalty will increase.
- Second, you will continue to pay a penalty every month for as long as you are enrolled in a plan that has Medicare Part D drug benefits.
- Third, if you are under 65 and currently receiving Medicare benefits, the late enrollment penalty will reset when you turn 65. After age 65, your late enrollment penalty will be based only on the months that you don't have coverage after your initial enrollment period for aging into Medicare.

Section 9.3 In some situations, you can enroll late and not have to pay the penalty

Even if you have delayed enrolling in a plan offering Medicare Part D coverage when you were first eligible, sometimes you do not have to pay the late enrollment penalty.

You will not have to pay a penalty for late enrollment if you are in any of these situations:

- If you already have prescription drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. Medicare calls this "creditable drug coverage." **Please note:**
 - ♦ Creditable coverage could include drug coverage from a former employer or union, TRICARE, or the Department of Veterans Affairs. Your insurer or your human resources department will tell you each year if your drug coverage is creditable coverage. This information may be sent to you in a letter or included in a newsletter from the plan. Keep this information because you may need it if you join a Medicare drug plan later. Please note: If you receive a "certificate of creditable coverage" when your health coverage ends, it may not mean your prescription drug coverage was creditable. The notice must state that you had "creditable" prescription drug coverage that expected to pay as much as Medicare's standard prescription drug plan pays.
 - ♦ The following are not creditable prescription drug coverage: prescription drug discount cards, free clinics, and drug discount websites.
 - ♦ For additional information about creditable coverage, please look in your **Medicare & You** 2016 handbook or call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users call **1-877-486-2048**. You can call these numbers for free, 24 hours a day, 7 days a week.
- If you were without creditable coverage, but you were without it for less than 63 days in a row.
- If you are receiving "Extra Help" from Medicare.

Section 9.4 What can you do if you disagree about your late enrollment penalty?

If you disagree about your late enrollment penalty, you or your representative can ask for a review of the decision about your late enrollment penalty. Generally, you must request this review within 60 days from the date on the letter you receive stating you have to pay a late enrollment penalty. Call Member Services to find out more about how to do this (phone numbers are printed on the back cover of this booklet).

Important: Do not stop paying your late enrollment penalty while you're waiting for a review of the decision about your late enrollment penalty. If you do, you could be disenrolled for failure to pay your plan premiums.

SECTION 10. Do you have to pay an extra Part D amount because of your income?

Section 10.1 Who pays an extra Part D amount because of income?

Most people pay a standard monthly Part D premium. However, some people pay an extra amount because of their yearly income. If your income is \$85,000 or above for an individual (or married individuals filing separately) or \$170,000 or above for married couples, **you must pay an extra amount directly to the government** for your Medicare Part D coverage.

If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be and how to pay it. The extra amount will be withheld from your Social Security, Railroad Retirement Board, or Office of Personnel Management benefit check, no matter how you usually pay your plan premium, unless your monthly benefit isn't enough to cover the extra amount owed. If your benefit check isn't enough to cover the extra amount, you will get a bill from Medicare. You must pay the extra amount to the government. It cannot be paid with your monthly plan premium.

Section 10.2 How much is the extra Part D amount?

If your modified adjusted gross income (MAGI) as reported on your IRS tax return is above a certain amount, you will pay an extra amount in addition to your monthly plan premium. The chart below shows the extra amount based on your income.

If you filed an individual tax return and your income in 2014 was:	If you were married but filed a separate tax return and your income in 2014 was:	If you filed a joint tax return and your income in 2014 was:	This is the monthly cost of your extra Part D amount (to be paid in addition to your plan premium)
Equal to or less than \$85,000	Equal to or less than \$85,000	Equal to or less than \$170,000	\$0
Greater than \$85,000 and less than or equal to \$107,000		Greater than \$170,000 and less than or equal to \$214,000	\$12.70
Greater than \$107,000 and less than or equal to \$160,000		Greater than \$214,000 and less than or equal to \$320,000	\$32.80
Greater than \$160,000 and less than or equal to \$214,000	Greater than \$85,000 and less than or equal to \$129,000	Greater than \$320,000 and less than or equal to \$428,000	\$52.80
Greater than \$214,000	Greater than \$129,000	Greater than \$428,000	\$72.90

Section 10.3 What can you do if you disagree about paying an extra Part D amount?

If you disagree about paying an extra amount because of your income, you can ask Social Security to review the decision. To find out more about how to do this, contact Social Security at **1-800-772-1213** (TTY **1-800-325-0778**).

Section 10.4 What happens if you do not pay the extra Part D amount?

The extra amount is paid directly to the government (not your Medicare plan) for your Medicare Part D coverage. If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.

**CHAPTER 7. Asking us to pay our share of a bill you have received
for covered medical services or drugs**

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services or drugs 147

Section 1.1 If you pay our share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment..... 147

SECTION 2. How to ask us to pay you back or to pay a bill you have received 149

Section 2.1 How and where to send us your request for payment 149

SECTION 3. We will consider your request for payment and say yes or no 150

Section 3.1 We check to see whether we should cover the service or drug and how much we owe..... 150

Section 3.2 If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal 150

SECTION 4. Other situations in which you should save your receipts and send copies to us 151

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs..... 151

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services or drugs

Section 1.1 If you pay our share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment

Sometimes when you get medical care or a prescription drug, you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of our plan. In either case, you can ask us to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services or drugs that are covered by our plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask us to pay you back or to pay a bill you have received:

When you've received emergency or urgently needed medical care from a provider who is not in our network

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill our plan for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
 - ◆ If the provider is owed anything, we will pay the provider directly.
 - ◆ If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.

When a network provider sends you a bill you think you should not pay

Network providers should always bill us directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service, and even if there is a dispute and we don't pay certain provider charges. For more information about "balance billing," go to Chapter 4, Section 1.3.

- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under our plan.

If you are retroactively enrolled in our plan

Sometimes a person's enrollment in our plan is retroactive. ("Retroactive" means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services or drugs after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

- Please call Member Services for additional information about how to ask us to pay you back and deadlines for making your request. Phone numbers for Member Services are printed on the back cover of this booklet.

When you use an out-of-network pharmacy to get a prescription filled

If you go to an out-of-network pharmacy and try to use your membership card to fill a prescription, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription. We cover prescriptions filled at out-of-network pharmacies only in a few special situations. Please go to Chapter 5, Section 2.5, to learn more.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription because you don't have your plan membership card with you

If you do not have your plan membership card with you, you can ask the pharmacy to call us or to look up your plan enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription in other situations

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

- For example, the drug may not be on our **Kaiser Permanente 2016 Comprehensive Formulary**; or it could have a requirement or restriction that you didn't know about or don't think should apply to you. If you decide to get the drug immediately, you may need to pay the full cost for it.

- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

When you pay copayments under a drug manufacturer patient assistance program

If you get help from, and pay copayments under, a drug manufacturer patient assistance program outside our plan's benefit, you may submit a paper claim to have your out-of-pocket expense count toward qualifying you for catastrophic coverage. Save your receipt and send a copy to us.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. Chapter 9 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has information about how to make an appeal.

SECTION 2. How to ask us to pay you back or to pay a bill you have received

Section 2.1 How and where to send us your request for payment

Send us your request for payment, along with your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website (**kp.org**) or call Member Services and ask for the form. Phone numbers for Member Services are printed on the back cover of this booklet.

Mail your request for payment together with any bills or receipts to us at this address:

Kaiser Permanente
Attn: Member Services
2101 East Jefferson Street
Rockville, MD 20852

You must submit your claim to us within 365 days after service date.

Contact Member Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3. We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the service or drug and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care or drug is covered and you followed all the rules for getting the care or drug, we will pay for our share of the cost. If you have already paid for the service or drug, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service or drug yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered. Chapter 5 explains the rules you need to follow for getting your Part D prescription drugs covered.)
- If we decide that the medical care or drug is not covered, or you did not follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details about how to make this appeal, go to Chapter 9 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." The appeals process is a detailed legal process with complicated procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of Chapter 9. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives you definitions of terms such as "appeal." Then, after you have read Section 4, you can go to the section in Chapter 9 that tells you what to do for your situation:

- If you want to make an appeal about getting paid back for a medical service, go to Section 5.3 in Chapter 9.
- If you want to make an appeal about getting paid back for a drug, go to Section 6.5 of Chapter 9.

SECTION 4. Other situations in which you should save your receipts and send copies to us

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs

There are some situations when you should let us know about payments you have made for your drugs. In these cases, you are not asking us for payment. Instead, you are telling us about your payments so that we can calculate your out-of-pocket costs correctly. This may help you to qualify for the Catastrophic Coverage Stage more quickly.

Here are two situations when you should send us copies of receipts to let us know about payments you have made for your drugs:

1. When you buy the drug for a price that is lower than our price

Sometimes when you are in the Coverage Gap Stage, you can buy your drug at a network pharmacy for a price that is lower than our price.

- For example, a pharmacy might offer a special price on the drug. Or you may have a discount card that is outside our benefit that offers a lower price.
- Unless special conditions apply, you must use a network pharmacy in these situations and your drug must be on our Drug List.
- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** If you are in the Coverage Gap Stage, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

2. When you get a drug through a patient assistance program offered by a drug manufacturer

Some members are enrolled in a patient assistance program offered by a drug manufacturer that is outside our plan benefits. If you get any drugs through a program offered by a drug manufacturer, you may pay a copayment to the patient assistance program.

- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** Because you are getting your drug through the patient assistance program and not through our plan's benefits, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

Since you are not asking for payment in the cases described above, these situations are not considered coverage decisions. Therefore, you cannot make an appeal if you disagree with our decision.

CHAPTER 8. Your rights and responsibilities

SECTION 1. We must honor your rights as a member of our plan	153
Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)	153
Section 1.2 We must treat you with fairness and respect at all times	153
Section 1.3 We must ensure that you get timely access to your covered services and drugs	153
Section 1.4 We must protect the privacy of your personal health information.....	154
Section 1.5 We must give you information about our plan, our network of providers, and your covered services	155
Section 1.6 We must support your right to make decisions about your care	156
Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made	158
Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?	158
Section 1.9 How to get more information about your rights.....	159
Section 1.10 Information about new technology assessments	159
SECTION 2. You have some responsibilities as a member of our plan.....	159
Section 2.1 What are your responsibilities?	159

SECTION 1. We must honor your rights as a member of our plan

Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)

To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

Our plan has people and free language interpreter services available to answer questions from non-English-speaking members. We can also give you information in Braille or large print, if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about our plan's benefits that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call **1-877-486-2048**.

Section 1.2 We must treat you with fairness and respect at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. We do not discriminate based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** (TTY **1-800-537-7697**) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

Section 1.3 We must ensure that you get timely access to your covered services and drugs

As a member of our plan, you have the right to choose a primary care provider (PCP) in our network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Member Services to learn which doctors are accepting new patients (phone numbers are printed on the back cover of this booklet). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral, as well as other primary care providers described in Chapter 3, Section 2.2.

As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care. You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.

If you think that you are not getting your medical care or Part D drugs within a reasonable amount of time, Chapter 9, Section 10, of this booklet tells you what you can do. (If we have denied coverage for your medical care or drugs and you don't agree with our decision, Chapter 9, Section 4, tells you what you can do.)

Section 1.4 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in our plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "Notice of Privacy Practices," that tells you about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, we are required to get written permission from you first. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - ◆ For example, we are required to release health information to government agencies that are checking on quality of care.
 - ◆ Because you are a member of our plan through Medicare, we are required to give Medicare your health information, including information about your Part D prescription drugs. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held by our plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.5 We must give you information about our plan, our network of providers, and your covered services

As a member of our plan, you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in Braille or in large print.)

If you want any of the following kinds of information, please call Member Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about our plan's financial condition. It also includes information about the number of appeals made by members and our plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our network providers, including our network pharmacies.**
 - ◆ For example, you have the right to get information from us about the qualifications of the providers in our network and how we pay the providers in our network.
 - ◆ For a list of the providers in our network, see the **Provider Directory**.
 - ◆ For a list of the pharmacies in our network, see the **Pharmacy Directory**.
 - ◆ For more detailed information about our providers or pharmacies, you can call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at kp.org/directory.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - ◆ In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - ◆ To get the details about your Part D prescription drug coverage, see Chapters 5 and 6 of this booklet plus our plan's Drug List. These chapters, together with the Drug List, tell you what drugs are covered and explain the rules you must follow and the restrictions to your coverage for certain drugs.
 - ◆ If you have questions about the rules or restrictions, please call Member Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - ◆ If a medical service or Part D drug is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service or drug from an out-of-network provider or pharmacy.

- ◆ If you are not happy or if you disagree with a decision we make about what medical care or Part D drug is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 9 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 9 also tells you about how to make a complaint about quality of care, waiting times, and other concerns.)
- ◆ If you want to ask us to pay our share of a bill you have received for medical care or a Part D prescription drug, see Chapter 7 of this booklet.

Section 1.6 We must support your right to make decisions about your care

You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices in a way that you can understand.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan. It also includes being told about programs our plan offers to help members manage their medications and use drugs safely.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say "no."** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. You also have the right to stop taking your medication. Of course, if you refuse treatment or stop taking a medication, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 9 of this booklet tells you how to ask us for a coverage decision.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can:

- Fill out a written form to give someone the legal authority to make medical decisions for you if you ever become unable to make decisions for yourself.
- Give your doctors written instructions about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "**advance directives**." There are different types of advance directives and different names for them. Documents called "**living will**" and "**power of attorney for health care**" are examples of advance directives.

If you want to use an "advance directive" to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. You can also contact Member Services to ask for the forms (phone numbers are printed on the back cover of this booklet).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, take a copy with you to the hospital.

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

District of Columbia Residents: Delmarva Foundation of the District of Columbia 924 Centreville Road Easton, MD 21601	Maryland Residents: Maryland Insurance Administration Consumer Complaint Investigation 200 St. Paul Place, Suite 2700 Baltimore, MD 21202	Virginia Residents: State Corporation Commission Virginia Bureau of Insurance P.O. Box 1157 Richmond, VA 23218
---	--	---

Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 9 of this booklet tells you what you can do. It gives you the details about how to deal with all types of problems and complaints.

What you need to do to follow up on a problem or concern depends upon the situation. You might need to ask us to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do—ask for a coverage decision, make an appeal, or make a complaint—we are required to treat you fairly.

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** or TTY **1-800-537-7697**, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, and it's not about discrimination, you can get help dealing with the problem you are having:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.9 How to get more information about your rights

There are several places where you can get more information about your rights:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact Medicare:
 - ◆ You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at <http://www.medicare.gov/Pubs/pdf/11534.pdf>.)
 - ◆ Or you can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.10 Information about new technology assessments

Rapidly changing technology affects health care and medicine as much as any other industry. To determine whether a new drug or other medical development has long-term benefits, our plan carefully monitors and evaluates new technologies for inclusion as covered benefits. These technologies include medical procedures, medical devices, and new drugs.

SECTION 2. You have some responsibilities as a member of our plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of our plan are listed below. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this **Evidence of Coverage** booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - ◆ Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
 - ◆ Chapters 5 and 6 give the details about your coverage for Part D prescription drugs.
- **If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.** Please call Member Services to let us know (phone numbers are printed on the back cover of this booklet).
 - ◆ We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is

called "coordination of benefits" because it involves coordinating the health and drug benefits you get from us with any other health and drug benefits available to you. We'll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)

- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care or Part D prescription drugs.
 - ◆ Notifying out-of-network providers when seeking care (unless it is an emergency) that although you are enrolled in our plan, the provider should bill Original Medicare. You should present your membership card and your Medicare card.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - ◆ To help your doctors and other health care providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.
 - ◆ Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
 - ◆ If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - ◆ You must pay your plan premiums to continue being a member of our plan (see Chapter 1, Section 4.1).
 - ◆ In order to be eligible for our plan, you must have Medicare Part B (or both Part A and Part B). For that reason, some plan members must pay a premium for Medicare Part A and most plan members must pay a premium for Medicare Part B to remain a member of our plan.
 - ◆ For most of your medical services or drugs covered by our plan, you must pay your share of the cost when you get the service or drug. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 4 tells you what you must pay for your medical services. Chapter 6 tells you what you must pay for your Part D prescription drugs.
 - ◆ If you get any medical services or drugs that are not covered by our plan or by other insurance you may have, you must pay the full cost.
 - ◆ If you disagree with our decision to deny coverage for a service or drug, you can make an appeal. Please see Chapter 9 of this booklet for information about how to make an appeal.
 - ◆ If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.

-
- ◆ If you are required to pay the extra amount for Part D because of your yearly income, you must pay the extra amount directly to the government to keep your prescription drug coverage.
 - **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Member Services (phone numbers are printed on the back cover of this booklet).
 - ◆ If you move outside of our plan service area, you cannot remain a member of our plan. (Chapter 1 tells you about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a special enrollment period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
 - ◆ If you move within our service area, we still need to know so we can keep your membership record up-to-date and know how to contact you.
 - ◆ If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
 - **Call Member Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
 - ◆ Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
 - ◆ For more information about how to reach us, including our mailing address, please see Chapter 2.

**CHAPTER 9. What to do if you have a problem or complaint
(coverage decisions, appeals, and complaints)**

Background 165

SECTION 1. Introduction 165

Section 1.1 What to do if you have a problem or concern 165

Section 1.2 What about the legal terms? 165

**SECTION 2. You can get help from government organizations that are
not connected with us 166**

Section 2.1 Where to get more information and personalized assistance 166

SECTION 3. To deal with your problem, which process should you use?..... 166

Section 3.1 Should you use the process for coverage decisions and appeals? Or should
you use the process for making complaints? 166

Coverage decisions and appeals 167

SECTION 4. A guide to the basics of coverage decisions and appeals 167

Section 4.1 Asking for coverage decisions and making appeals—*The big picture* 167

Section 4.2 How to get help when you are asking for a coverage decision or making
an appeal 168

Section 4.3 Which section of this chapter gives the details for your situation? 169

**SECTION 5. Your medical care: How to ask for a coverage decision or
make an appeal 169**

Section 5.1 This section tells what to do if you have problems getting coverage for
medical care or if you want us to pay you back for our share of the cost of
your care 170

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to
authorize or provide the medical care coverage you want) 171

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of
a medical care coverage decision made by our plan) 174

Section 5.4 Step-by-step: How a Level 2 Appeal is done 176

Section 5.5 What if you are asking us to pay you for our share of a bill you have
received for medical care? 178

SECTION 6. Your Part D prescription drugs: How to ask for a coverage decision or make an appeal	179
Section 6.1 This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug	179
Section 6.2 What is an exception?	181
Section 6.3 Important things to know about asking for exceptions	182
Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception.....	183
Section 6.5 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a coverage decision made by our plan)	186
Section 6.6 Step-by-step: How to make a Level 2 Appeal.....	188
SECTION 7. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.....	190
Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights	190
Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date	191
Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date	194
Section 7.4 What if you miss the deadline for making your Level 1 Appeal?.....	195
SECTION 8. How to ask us to keep covering certain medical services if you think your coverage is ending too soon.....	197
Section 8.1 <i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services	197
Section 8.2 We will tell you in advance when your coverage will be ending.....	198
Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time.....	198
Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time.....	200
Section 8.5 What if you miss the deadline for making your Level 1 Appeal?.....	201
SECTION 9. Taking your appeal to Level 3 and beyond	204
Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals.....	204
Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals	205

Making complaints

207

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns..... 207

Section 10.1 What kinds of problems are handled by the complaint process?..... 207

Section 10.2 The formal name for "making a complaint" is "filing a grievance" 208

Section 10.3 Step-by-step: Making a complaint..... 209

Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization..... 210

Section 10.5 You can also tell Medicare about your complaint 210

Background

SECTION 1. Introduction

Section 1.1 What to do if you have a problem or concern

This chapter explains two types of processes for handling problems and concerns:

- For some types of problems, you need to use the process for coverage decisions and appeals.
- For other types of problems, you need to use the process for making complaints.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by you and us.

Which one do you use?

That depends upon the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says "making a complaint" rather than "filing a grievance," "coverage decision" rather than "organization determination" or "coverage determination," and "Independent Review Organization" instead of "Independent Review Entity." It also uses abbreviations as little as possible.

However, it can be helpful, and sometimes quite important, for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2. You can get help from government organizations that are not connected with us

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations, you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3, of this booklet.

You can also get help and information from Medicare

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- You can visit the Medicare website (<http://www.medicare.gov>).

SECTION 3. To deal with your problem, which process should you use?

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help you with your specific problem or concern, *START HERE*:

Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care or prescription drugs are covered or not, the way in which they are covered, and problems related to payment for medical care or prescription drugs.)

- **Yes, my problem is about benefits or coverage:**

Go to the next section in this chapter, Section 4: "A guide to the basics of coverage decisions and appeals."

- **No, my problem is not about benefits or coverage:**

Skip ahead to Section 10 at the end of this chapter: "How to make a complaint about quality of care, waiting times, customer service, or other concerns."

Coverage decisions and appeals

SECTION 4. A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals—*The big picture*

The process for coverage decisions and appeals deals with problems related to your benefits and coverage for medical services and prescription drugs, including problems related to payment. This is the process you use for issues such as whether something is covered or not, and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or drugs. For example, your network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision, if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a service or drug is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision.

If we say *no* to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

<h3>Section 4.2 How to get help when you are asking for a coverage decision or making an appeal</h3>

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call Member Services** (phone numbers are printed on the back cover of this booklet).
- To get free help from an independent organization that is not connected with our plan, **contact your State Health Insurance Assistance Program** (see Section 2 in this chapter).
- **Your doctor can make a request for you.**
 - ◆ For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
 - ◆ For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 or Level 2 Appeal on your behalf. To request any appeal after Level 2, your doctor or other prescriber must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your "representative" to ask for a coverage decision or make an appeal.
 - ◆ There may be someone who is already legally authorized to act as your representative under state law.
 - ◆ If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. (The form is also

available on Medicare's website at

<http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>.) The form gives that person permission to act on your behalf. It must be signed by you and by the person whom you would like to act on your behalf. You must give us a copy of the signed form.

- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, you are not required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

Section 4.3 Which section of this chapter gives the details for your situation?

There are four different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- Section 5 in this chapter: "Your medical care: How to ask for a coverage decision or make an appeal."
- Section 6 in this chapter: "Your Part D prescription drugs: How to ask for a coverage decision or make an appeal."
- Section 7 in this chapter: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- Section 8 in this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (applies to these services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services).

If you're not sure which section you should be using, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)." To keep things simple, we generally refer to "medical care coverage" or "medical care" in the rest of this section, instead of repeating "medical care or treatment or services" every time.

If you have a complaint about a bill when you receive care from an out-of-network provider, the appeals process described will not apply, unless you were directed to go to an out-of-network provider by the plan or one of the network providers for care covered by our plan (for example, an authorized referral).

You should refer to the notice of the service (called the "Medicare Summary Notice") you receive from Original Medicare. The Medicare Summary Notice provides information on how to appeal a decision made by Original Medicare.

This section tells you what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. We will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by our plan.
3. You have received medical care or services that you believe should be covered by our plan, but we have said we will not pay for this care.
4. You have received and paid for medical care or services that you believe should be covered by our plan, and you want to ask us to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.

Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:

- **Chapter 9, Section 7:** "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- **Chapter 9, Section 8:** "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.

For all other situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you want to find out whether we will cover the medical care or services you want?	You can ask us to make a coverage decision for you. Go to the next section in this chapter, Section 5.2 .
Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for?	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 5.3 in this chapter.
Do you want to ask us to pay you back for medical care or services you have already received and paid for?	You can send us the bill. Skip ahead to Section 5.5 in this chapter.

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want)

Legal Terms
When a coverage decision involves your medical care, it is called an " organization determination ."

Step 1: You ask us to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a "fast coverage decision."

Legal Terms
A "fast coverage decision" is called an " expedited determination ."

How to request coverage for the medical care you want

- Start by calling, writing, or faxing us to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days after we receive your request.**

- However, we can take up to 14 more calendar days if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)

If your health requires it, ask us to give you a "fast coverage decision"

- **A fast coverage decision means we will answer within 72 hours.**
 - ◆ However, we can take up to 14 more calendar days if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for coverage for medical care you have not yet received. (You cannot get a fast coverage decision if your request is about payment for medical care you have already received.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor tells us that your health requires a "fast coverage decision," we will automatically agree to give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor's support, we will decide whether your health requires that we give you a fast coverage decision.**
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a "fast coverage decision"

- Generally, for a fast coverage decision, we will give you our answer **within 72 hours**.
 - ♦ As explained above, **we can take up to 14 more calendar days** under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a detailed written explanation as to why we said no.

Deadlines for a "standard coverage decision"

- Generally, for a standard coverage decision, we will give you our answer **within 14 calendar days of receiving your request**.
 - ♦ We can take up to 14 more calendar days ("an extended time period") under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 14 calendar days after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no.

Step 3: If we say *no* to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say *no*, you have the right to ask us to reconsider, and perhaps change this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)

Legal Terms

An appeal to our plan about a medical care coverage decision is called a plan "**reconsideration**."

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start an appeal, you, your doctor, or your representative must contact us.** For details about how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
 - ♦ If you have someone appealing our decision for you other than your doctor, your appeal must include an "Appointment of Representative" form authorizing this person to represent you. To get the form, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. It is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>. While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision.
- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision.

If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.

- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
 - ◆ If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal" (you can make a request by calling us)

Legal Terms
A "fast appeal" is also called an " expedited reconsideration. "

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a "fast appeal."
- The requirements and procedures for getting a "fast appeal" are the same as those for getting a "fast coverage decision." To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a "fast appeal," we will give you a fast appeal.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said *no* to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a "fast appeal"

- When we are using the fast deadlines, we must give you our answer **within 72 hours** after we receive your appeal. We will give you our answer sooner if your health requires us to do so.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days.** If we decide to take extra days to make the decision, we will tell you in writing.
 - ◆ If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.

- **If our answer is *yes* to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is *no* to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - ♦ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you an answer by the deadline above, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- If our answer is *no* to part or all of what you requested, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Step 3: If our plan says *no* to part or all of your appeal, your case will automatically be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said *no* to your appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

Section 5.4 Step-by-step: How a Level 2 Appeal is done

If we say *no* to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the "**Independent Review Entity**." It is sometimes called the "**IRE**."

Step 1: The Independent Review Organization reviews your appeal.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- We will send the information about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

If you had a "fast appeal" at Level 1, you will also have a "fast appeal" at Level 2

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 72 hours of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

If you had a "standard appeal" at Level 1, you will also have a "standard appeal" at Level 2

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 30 calendar days of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

Step 2: The Independent Review Organization gives you their answer.

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- If the review organization says **yes** to part or all of what you requested, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization.
- If this organization says **no** to part or all of your appeal, it means they agree with us that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision." It is also called "turning down your appeal.")
 - ♦ If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the

Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you got after your Level 2 Appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading Chapter 7 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." Chapter 7 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells you how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 4.1 in this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service; see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)." We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: "Using our plan's coverage for your medical services").

We will say *yes* or *no* to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or if you haven't paid for the services, we will send the payment directly to the provider. (When we send the payment, it's the same as saying *yes* to your request for a coverage decision.)
- If the medical care is not covered, or you did not follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3 of this chapter. Go to this part for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is *yes* at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

SECTION 6. Your Part D prescription drugs: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 6.1 This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug

Your benefits as a member of our plan include coverage for many prescription drugs. Please refer to our **Kaiser Permanente 2016 Abridged Formulary** or **Kaiser Permanente 2016 Comprehensive Formulary**. To be covered, the drug must be used for a medically accepted indication. (A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.)

- **This section is about your Part D drugs only.** To keep things simple, we generally say "drug" in the rest of this section, instead of repeating "covered outpatient prescription drug" or "Part D drug" every time.
- For details about what we mean by Part D drugs, the **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**, rules and restrictions on coverage, and cost information, see Chapter 5 ("Using our plan's coverage for your Part D prescription drugs") and Chapter 6 ("What you pay for your Part D prescription drugs").

Part D coverage decisions and appeals

As discussed in Section 4 of this chapter, a coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs.

Legal Terms

An initial coverage decision about your Part D drugs is called a " coverage determination. "

Here are examples of coverage decisions you ask us to make about your Part D drugs:

- You ask us to make an exception, including:
 - ◆ Asking us to cover a Part D drug that is not on our **Kaiser Permanente 2016 Comprehensive Formulary**.
 - ◆ Asking us to waive a restriction on our plan's coverage for a drug (such as limits on the amount of the drug you can get).
 - ◆ Asking to pay a lower cost-sharing amount for a covered nonpreferred drug.
- You ask us whether a drug is covered for you and whether you meet the requirements for coverage. For example, when your drug is on our **Kaiser Permanente 2016 Comprehensive Formulary**, but we require you to get approval from us before we will cover it for you.
 - ◆ **Please note:** If your pharmacy tells you that your prescription cannot be filled as written, you will get a written notice explaining how to contact us to ask for a coverage decision.
- You ask us to pay for a prescription drug you already bought. This is a request for a coverage decision about payment.

If you disagree with a coverage decision we have made, you can appeal our decision.

This section tells you both how to ask for coverage decisions and how to request an appeal.

Use the chart below to help you determine which part has information for your situation:

Which of these situations are you in?

Do you need a drug that isn't on our Drug List or need us to waive a rule or restriction on a drug we cover?	Do you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need?	Do you want to ask us to pay you back for a drug you have already received and paid for?	Have we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for?
You can ask us to make an exception. (This is a type of coverage decision.) Start with Section 6.2 in this chapter.	You can ask us for a coverage decision. Skip ahead to Section 6.4 in this chapter.	You can ask us to pay you back. (This is a type of coverage decision.) Skip ahead to Section 6.4 in this chapter.	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 6.5 in this chapter.

Section 6.2 What is an exception?

If a drug is not covered in the way you would like it to be covered, you can ask us to make an **"exception."** An exception is a type of coverage decision. Similar to other types of coverage decisions, if we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. We will then consider your request. Here are three examples of exceptions that you or your doctor or other prescriber can ask us to make:

- 1. Covering a Part D drug for you that is not on our Kaiser Permanente 2016 Comprehensive Formulary.** (We call it the "Drug List" for short.)

Legal Terms

Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a **"formulary exception."**

- If we agree to make an exception and cover a drug that is not on the Drug List, you will need to pay the cost-sharing amount that applies to drugs in Tier 3 (preferred brand-name drugs). You cannot ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 2. Removing a restriction on our coverage for a covered drug.** There are extra rules or restrictions that apply to certain drugs on our **Kaiser Permanente 2016 Abridged**

Formulary and **Kaiser Permanente 2016 Comprehensive Formulary** (for more information, go to Chapter 5 and look for Section 4).

Legal Terms
Asking for removal of a restriction on coverage for a drug is sometimes called asking for a " formulary exception. "

- The extra rules and restrictions on coverage for certain drugs include:
 - ♦ Getting **plan approval in advance** before we will agree to cover the drug for you. (This is sometimes called "prior authorization.")
- If we agree to make an exception and waive a restriction for you, you can ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 3. **Changing coverage of a drug to a lower cost-sharing tier.** Every drug on our Drug List is in one of six cost-sharing tiers. In general, the lower the cost-sharing tier number, the less you will pay as your share of the cost of the drug.

Legal Terms
Asking to pay a lower price for a covered nonpreferred drug is sometimes called asking for a " tiering exception. "

- If your drug is in Tier 2 (generic drugs), you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 1 (preferred generic drugs). This would lower your share of the cost for the drug.
- If your drug is in Tier 4 (nonpreferred brand-name drugs), you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 3 (preferred brand-name drugs). This would lower your share of the cost for the drug.
- You cannot ask us to change the cost-sharing tier for any drug in Tier 5 (specialty-tier drugs).

Section 6.3 Important things to know about asking for exceptions

Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These different possibilities are called "**alternative**" drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally not approve your request for an exception.

We can say yes or no to your request

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say **no** to your request for an exception, you can ask for a review of our decision by making an appeal. Section 6.5 tells you how to make an appeal if we say no.

The next section tells you how to ask for a coverage decision, including an exception.

Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception

Step 1: You ask us to make a coverage decision about the drug(s) or payment you need. If your health requires a quick response, you must ask us to make a "fast coverage decision." You cannot ask for a fast coverage decision if you are asking us to pay you back for a drug you already bought.

What to do:

- **Request the type of coverage decision you want.** Start by calling, writing, or faxing us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can also access the coverage decision process through our website. For the details, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs." Or if you are asking us to pay you back for a drug, go to the section called "Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received."
- **You or your doctor or someone else who is acting on your behalf** can ask for a coverage decision. Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative. You can also have a lawyer act on your behalf.
- **If you want to ask us to pay you back for a drug**, start by reading Chapter 7 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." Chapter 7 describes the situations in which you may need to ask for reimbursement. It also tells you how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- **If you are requesting an exception, provide the "supporting statement."** Your doctor or other prescriber must give us the medical reasons for the drug exception you are requesting. (We call this the "supporting statement.") Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing a written statement if necessary. See Sections 6.2 and 6.3 for more information about exception requests.
- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.

If your health requires it, ask us to give you a "fast coverage decision"

Legal Terms

A "fast coverage decision" is called an " expedited coverage determination. "
--

- When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. A standard coverage decision means we will give you an answer **within 72 hours after we receive your doctor's statement**. A fast coverage decision means we will answer within 24 hours after we receive your doctor's statement.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for a drug you have not yet received. (You cannot get a fast coverage decision if you are asking us to pay you back for a drug you have already bought.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor or other prescriber tells us that your health requires a "fast coverage decision,"** we will automatically agree to give you a fast coverage decision.
- **If you ask for a fast coverage decision on your own** (without your doctor's or other prescriber's support), we will decide whether your health requires that we give you a fast coverage decision.
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor or other prescriber asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell you how you can file a complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. It tells you how to file a "fast complaint," which means you would get our answer to your complaint within 24 hours of receiving the complaint. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, see Section 10 in this chapter.)

Step 2: We consider your request and we give you our answer.

Deadlines for a "fast coverage decision"

- If we are using the fast deadlines, we must give you our answer **within 24 hours**.
 - ◆ Generally, this means within 24 hours after we receive your request. If you are requesting an exception, we will give you our answer within 24 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later

in this section, we talk about this review organization and explain what happens at Appeal Level 2.

- If our answer is **yes** to part or all of what you requested, we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor's statement supporting your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

*Deadlines for a "**standard** coverage decision" about a drug you have not yet received*

- If we are using the standard deadlines, we must give you our answer **within 72 hours**.
 - ◆ Generally, this means within 72 hours after we receive your request. If you are requesting an exception, we will give you our answer within 72 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is **yes** to part or all of what you requested:
 - ◆ If we approve your request for coverage, we must provide the coverage we have agreed to provide within 72 hours after we receive your request or doctor's statement supporting your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

*Deadlines for a "**standard** coverage decision" about payment for a drug you have already bought*

- We must give you our answer **within 14 calendar days** after we receive your request.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is **yes** to part or all of what you requested, we are also required to make payment to you within 14 calendar days after we receive your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Step 3: If we say *no* to your coverage request, you decide if you want to make an appeal.

- If we say no, you have the right to request an appeal. Requesting an appeal means asking us to reconsider—and possibly change—the decision we made.

Section 6.5 Step-by-step: How to make a Level 1 Appeal

(how to ask for a review of a coverage decision made by our plan)

Legal Terms

An appeal to our plan about a Part D drug coverage decision is called a plan "**redetermination.**"

Step 1: You contact us and make your Level 1 Appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start your appeal, you (or your representative or your doctor or other prescriber) must contact us.**
 - ◆ For details about how to reach us by phone, fax, or mail, or on our website for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **If you are asking for a standard appeal, make your appeal by submitting a written request.**
- **If you are asking for a fast appeal, you may make your appeal in writing or you may call us at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."**
- We must accept any written request, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information in your appeal and add more information.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
 - ◆ If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal"

Legal Terms
A "fast appeal" is also called an " expedited redetermination. "

- If you are appealing a decision we made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a "fast appeal."
- The requirements for getting a "fast appeal" are the same as those for getting a "fast coverage decision" in Section 6.4 of this chapter.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your coverage request. We check to see if we were following all the rules when we said *no* to your request. We may contact you or your doctor or other prescriber to get more information.

Deadlines for a "fast appeal"

- If we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires it.
 - ♦ If we do not give you an answer within 72 hours, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our **answer is yes** to part or all of what you requested, we must provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- If our **answer is no** to part or all of what you requested, we will send you a written statement that explains why we said *no* and how to appeal our decision.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 7 calendar days after we receive your appeal**. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so. If you believe your health requires it, you should ask for a "fast appeal."
- If we do not give you a decision within 7 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we tell you about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested:
 - ♦ If we approve a request for coverage, we must provide the coverage we have agreed to provide as quickly as your health requires, but no later than 7 calendar days after we receive your appeal.

- ◆ If we approve a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive your appeal request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said **no** and how to appeal our decision.

Step 3: If we say *no* to your appeal, you decide if you want to continue with the appeals process and make *another* appeal.

- If we say **no** to your appeal, you then choose whether to accept this decision or continue by making another appeal.

If you decide to make another appeal, it means your appeal is going on to Level 2 of the appeals process (see below).

Section 6.6 Step-by-step: How to make a Level 2 Appeal

If we say **no** to your appeal, you then choose whether to accept this decision or continue by making another appeal. If you decide to go on to a Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: To make a Level 2 Appeal, you (or your representative or your doctor or other prescriber) must contact the Independent Review Organization and ask for a review of your case.

- If we say **no** to your Level 1 Appeal, the written notice we send you will include instructions about how to make a Level 2 Appeal with the Independent Review Organization. These instructions will tell you who can make this Level 2 Appeal, what deadlines you must follow, and how to reach the review organization.
- When you make an appeal to the Independent Review Organization, we will send the information we have about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.

Step 2: The Independent Review Organization does a review of your appeal and gives you an answer.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This

organization is a company chosen by Medicare to review our decisions about your Part D benefits with us.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal. The organization will tell you its decision in writing and explain the reasons for it.

Deadlines for "fast appeal" at Level 2

- If your health requires it, ask the Independent Review Organization for a "fast appeal."
- If the review organization agrees to give you a fast appeal, the review organization must give you an answer to your Level 2 Appeal **within 72 hours after it receives your appeal request.**
- **If the Independent Review Organization says *yes* to part or all of what you requested,** we must provide the drug coverage that was approved by the review organization within 24 hours after we receive the decision from the review organization.

Deadlines for "standard appeal" at Level 2

- If you have a standard appeal at Level 2, the review organization must give you an answer to your Level 2 Appeal **within 7 calendar days after it receives your appeal.**
- If the Independent Review Organization says *yes* to part or all of what you requested:
 - ♦ If the Independent Review Organization approves a request for coverage, we must provide the drug coverage that was approved by the review organization within 72 hours after we receive the decision from the review organization.
 - ♦ If the Independent Review Organization approves a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive the decision from the review organization.

What if the review organization says *no* to your appeal?

If this organization says *no* to your appeal, it means the organization agrees with our decision not to approve your request. (This is called "upholding the decision." It is also called "turning down your appeal.")

If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the drug coverage you are requesting must meet a minimum amount. If the dollar value of the drug coverage you are requesting is too low, you cannot make another appeal and the decision at Level 2 is final. The notice you get from the Independent Review Organization will tell you the dollar value that must be in dispute to continue with the appeals process.

Step 3: If the dollar value of the coverage you are requesting meets the requirement, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third

appeal. If you decide to make a third appeal, the details about how to do this are in the written notice you got after your second appeal.

- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 7. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "**discharge date.**"
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

During your covered hospital stay, you will be given a written notice called **An Important Message from Medicare about Your Rights**. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- Read this notice carefully and ask questions if you don't understand it. It tells you about your rights as a hospital patient, including:
 - ♦ Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
 - ♦ Your right to be involved in any decisions about your hospital stay, and know who will pay for it.
 - ♦ Where to report any concerns you have about quality of your hospital care.

- ◆ Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

Legal Terms

The written notice from Medicare tells you how you can " request an immediate review. " Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 7.2 below tells you how you can request an immediate review.)

- **You must sign the written notice** to show that you received it and understand your rights.
 - ◆ You or someone who is acting on your behalf must sign the notice. (Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative.)
 - ◆ Signing the notice shows **only** that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice does **not** mean you are agreeing on a discharge date.
- **Keep your copy** of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.
 - ◆ If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
 - ◆ To look at a copy of this notice in advance, you can call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. You can also see it online at <http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>.

Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date
--

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.

It checks to see if your planned discharge date is medically appropriate for you.

Step 1: Contact the Quality Improvement Organization for your state and ask for a "fast review" of your hospital discharge. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

How can you contact this organization?

- The written notice you received (**An Important Message from Medicare About Your Rights**) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization **before** you leave the hospital and **no later than your planned discharge date**. (Your "planned discharge date" is the date that has been set for you to leave the hospital.)
 - ♦ **If you meet this deadline**, you are allowed to stay in the hospital after your discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.
 - ♦ **If you do not meet this deadline**, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 7.4.

Ask for a "fast review":

- You must ask the Quality Improvement Organization for a "fast review" of your discharge. Asking for a "fast review" means you are asking for the organization to use the "fast" deadlines for an appeal instead of using the standard deadlines.

Legal Terms
A "fast review" is also called an "immediate review" or an "expedited review."

Step 2: The Quality Improvement Organization conducts an independent review of your case.*What happens during this review?*

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives you your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

Legal Terms

This written explanation is called the "**Detailed Notice of Discharge**." You can get a sample of this notice by calling Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048**.) Or you can see a sample notice online at <http://www.cms.hhs.gov/BNI/>.

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.*What happens if the answer is **yes**?*

- If the review organization says **yes** to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet.)

*What happens if the answer is **no**?*

- If the review organization says **no** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for your **inpatient hospital services will end** at noon on the day after the Quality Improvement Organization gives you its answer to your appeal.
- If the review organization says **no** to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost of hospital care** you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to "Level 2" of the appeals process.

Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 calendar days** after the day the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

*If the review organization says **yes**:*

- We must reimburse you for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- You must continue to pay your share of the costs and coverage limitations may apply.

*If the review organization says **no**:*

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further by going on to Level 3.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 7.4 What if you miss the deadline for making your Level 1 Appeal?**You can appeal to us instead**

As explained above in Section 7.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. ("Quickly" means before you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Legal Terms

A "fast review" (or "fast appeal") is also called an "**expedited appeal**."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, **go to Chapter 2**, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of your planned discharge date, checking to see if it was medically appropriate.

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
- **If you stayed in the hospital after your planned discharge date, then you may have to pay the full cost of hospital care you received after the planned discharge date.**

*Step 4: If we say **no** to your fast appeal, your case will automatically be sent on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that you are **automatically** going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 10 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The Independent Review Organization is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency.

This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- If this **organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue our plan's coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with us that your planned hospital discharge date was medically appropriate.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by a judge.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say **no** to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 8. How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 8.1 *This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services*

This section is **only** about the following types of care:

- **Home health care services** you are getting.
- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a "skilled nursing facility," see Chapter 12, "Definitions of important words.")
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 12, "Definitions of important words.")

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information about your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, **we will stop paying our share of the cost for your care.**

If you think we are ending the coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Section 8.2 We will tell you in advance when your coverage will be ending

- **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
 - ♦ The written notice tells you the date when we will stop covering the care for you.
 - ♦ The written notice also tells you what you can do if you want to ask us to change this decision about when to end your care, and keep covering it for a longer period of time.

Legal Terms

In telling you what you can do, the written notice is telling how you can request a "**fast-track appeal.**" Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 8.3 below tells you how you can request a fast-track appeal.)

The written notice is called the "**Notice of Medicare Non-Coverage.**" To get a sample copy, call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048.**) Or see a copy online at <http://www.cms.hhs.gov/BNI/>.

- You must sign the written notice to show that you received it.
 - ♦ You or someone who is acting on your behalf must sign the notice. (Section 4 tells you how you can give written permission to someone else to act as your representative.)
 - ♦ Signing the notice shows **only** that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with us that it's time to stop getting the care.

Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 10 in this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.

Step 1: Make your Level 1 Appeal: Contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care experts who are paid by the federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

How can you contact this organization?

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

What should you ask for?

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

Your deadline for contacting this organization.

- You must contact the Quality Improvement Organization to start your appeal no later than noon of the day after you receive the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 8.5 in this chapter.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage

for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.

- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers inform us of your appeal, you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

Legal Terms
This notice of explanation is called the " Detailed Explanation of Non-Coverage. "

Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

*What happens if the reviewers say **yes** to your appeal?*

- If the reviewers say **yes** to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

*What happens if the reviewers say **no** to your appeal?*

- If the reviewers say **no** to your appeal, then **your coverage will end** on the date we have told you. We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after this date when your coverage ends, **then you will have to pay the full cost of this care yourself.**

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say **no** to your Level 1 Appeal, and you choose to continue getting care after your coverage for the care has ended, then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.

Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time
--

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization

turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.

*What happens if the review organization says **yes** to your appeal?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says **no**?*

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 8.5 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 8.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A "fast review" (or "fast appeal") is also called an " expedited appeal ."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending our plan's coverage for services you were receiving.
- We will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say yes to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say no to your fast appeal**, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end, **then you will have to pay the full cost of this care yourself.**

*Step 4: If we say **no** to your fast appeal, your case will automatically go on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, **we are required to send your appeal to the Independent Review Organization.** When we do this, it means that you are automatically going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 10 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The **Independent Review Organization** is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with the decision our plan made to your first appeal and will not change it.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say **no** to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 9. Taking your appeal to Level 3 and beyond

Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the administrative law judge says *yes* to your appeal, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 4. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.
 - ♦ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the judge's decision.
 - ♦ If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the administrative law judge says *no* to your appeal, the appeals process may or may not be over.**
 - ♦ If you decide to accept this decision that turns down your appeal, the appeals process is over.

- ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says **no** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, or if the Appeals Council denies our request to review a favorable Level 3 Appeal decision, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Appeals Council's decision.
 - ◆ If we decide to appeal the decision, we will let you know in writing.
- **If the answer is *no* or if the Appeals Council denies the review request, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says **no** to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the administrative appeals process.

Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the value of the drug you have appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. If the dollar amount is less, you cannot appeal any further. The written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the administrative law judge within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may *not* be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says ***no*** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the Appeals Council within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may *not* be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says ***no*** to your appeal or denies your request to review the appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the appeals process.

Making complaints

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns



If your problem is about decisions related to benefits, coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 in this chapter.

Section 10.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive.

If you have a complaint regarding a service provided by a hospital or skilled nursing facility that is not part of our network, follow the complaint process established by Original Medicare. However, if you have a complaint involving a network hospital or skilled nursing facility (or you were directed to go to an out-of-network hospital or skilled nursing facility by our plan or one of the network providers), you will follow the instructions contained in this section. This is true even if you received a Medicare Summary Notice indicating that a claim was processed but not covered by Original Medicare. Furthermore, if you have a complaint regarding an emergency or urgently needed service, or the cost-sharing for hospital or skilled nursing facility services, you will follow the instructions contained in this section.

Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can "make a complaint":

- **Quality of your medical care**
 - ◆ Are you unhappy with the quality of care you have received (including care in the hospital)?
- **Respecting your privacy**
 - ◆ Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?
- **Disrespect, poor customer service, or other negative behaviors**
 - ◆ Has someone been rude or disrespectful to you?
 - ◆ Are you unhappy with how our Member Services has treated you?
 - ◆ Do you feel you are being encouraged to leave our plan?
- **Waiting times**
 - ◆ Are you having trouble getting an appointment, or waiting too long to get it?

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- ◆ Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by Member Services or other staff at our plan?
- ◆ Examples include waiting too long on the phone, in the waiting room, when getting a prescription, or in the exam room.
- **Cleanliness**
 - ◆ Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
- **Information you get from our plan**
 - ◆ Do you believe we have not given you a notice that we are required to give?
 - ◆ Do you think written information we have given you is hard to understand?

Timeliness (these types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)

The process of asking for a coverage decision and making appeals is explained in Sections 4–9 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:

- If you have asked us to give you a "fast coverage decision" or a "fast appeal," and we have said we will not, you can make a complaint.
- If you believe our plan is not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.
- When a coverage decision we made is reviewed and our plan is told that we must cover or reimburse you for certain medical services or drugs, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.
- When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 10.2 The formal name for "making a complaint" is "filing a grievance"

Legal Terms

- What this section calls a "complaint" is also called a "grievance."
- Another term for "making a complaint" is "filing a grievance."
- Another way to say "using the process for complaints" is "using the process for filing a grievance."

Section 10.3 Step-by-step: Making a complaint**Step 1: Contact us promptly—either by phone or in writing.**

- **Usually calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Call toll-free **1-888-777-5536 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to you in writing. We will also respond in writing when you make a complaint by phone if you request a written response or your complaint is related to quality of care.
- **If you have a complaint, we will try to resolve your complaint over the phone.** If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. Your grievance must explain your concern, such as why you are dissatisfied with the services you received. Please see Chapter 2 for whom you should contact if you have a complaint.
 - ◆ You must submit your grievance to us (orally or in writing) within 60 calendar days of the event or incident. We must address your grievance as quickly as your health requires, but no later than 30 calendar days after receiving your complaint. We may extend the time frame to make our decision by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.
 - ◆ You can file a fast grievance about our decision not to expedite a coverage decision or appeal, or if we extend the time we need to make a decision about a coverage decision or appeal. We must respond to your fast grievance within 24 hours.
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
- **If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal,"** we will automatically give you a "fast complaint." If you have a "fast complaint," it means we will give you an answer **within 24 hours**.

Legal Terms

What this section calls a "**fast complaint**" is also called an "**expedited grievance**."

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.

- **Most complaints are answered in 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization

You can make your complaint about the quality of care you received to us by using the step-by-step process outlined above.

When your complaint is about quality of care, you also have two extra options:

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (without making the complaint to us).
 - ♦ The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.
 - ♦ To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

Section 10.5 You can also tell Medicare about your complaint

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call **1-800-MEDICARE (1-800-633-4227)**. TTY/TDD users can call **1-877-486-2048**.

CHAPTER 10. Ending your membership in our plan

SECTION 1. Introduction	212
Section 1.1 This chapter focuses on ending your membership in our plan.....	212
SECTION 2. When can you end your membership in our plan?	212
Section 2.1 You can end your membership at any time.....	212
Section 2.2 Where can you get more information about when you can end your membership?	213
SECTION 3. How do you end your membership in our plan?	213
Section 3.1 To end your membership, you must ask us in writing	213
SECTION 4. Until your membership ends, you must keep getting your medical services and drugs through our plan	214
Section 4.1 Until your membership ends, you are still a member of our plan	214
SECTION 5. We must end your membership in our plan in certain situations.....	215
Section 5.1 When must we end your membership in our plan?	215
Section 5.2 We <u>cannot</u> ask you to leave our plan for any reason related to your health.....	216
Section 5.3 You have the right to make a complaint if we end your membership in our plan	216

SECTION 1. Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in our plan may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- **You might leave our plan because you have decided that you want to leave.**
 - ◆ You can disenroll from our plan at any time. Section 2 tells you more about when you can end your membership in our plan.
 - ◆ The process for voluntarily ending your membership varies depending upon what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care and prescription drugs through our plan until your membership ends.

SECTION 2. When can you end your membership in our plan?

Section 2.1 You can end your membership at any time

You can disenroll from this plan at any time. You may switch to Original Medicare, or if you have a special enrollment period, you may enroll in a Medicare Advantage or another Medicare prescription drug plan. If you have Medicare prescription drug coverage through our plan, your Medicare prescription drug coverage will also end. Your membership will usually end on the last day of the month in which we receive your request to change your plan.

Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage means the coverage is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.) See Chapter 6, Section 9, for more information about the late enrollment penalty.

Section 2.2 Where can you get more information about when you can end your membership?

If you have any questions or would like more information about when you can end your membership:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can find the information in the **Medicare & You 2016** handbook.
 - ◆ Everyone with Medicare receives a copy of **Medicare & You** each fall. Those new to Medicare receive it within a month after first signing up.
 - ◆ You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or you can order a printed copy by calling Medicare at the number below.
- You can contact **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3. How do you end your membership in our plan?

Section 3.1 To end your membership, you must ask us in writing

You may end your membership in our plan at any time during the year and change to Original Medicare. To end your membership, you must make a request in writing to us. Your membership will end on the last day of the month in which we receive your request. Contact us if you need more information on how to do this. If you have drug coverage through our plan and you leave our plan during the year, you will have the opportunity to join a Medicare prescription drug plan when you leave. The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> • Another Medicare health plan. 	<ul style="list-style-type: none"> • Enroll in the Medicare health plan. • You will automatically be disenrolled from our plan when your new plan's coverage begins.
<ul style="list-style-type: none"> • Original Medicare with a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet). Then contact the Medicare prescription drug plan that you want to enroll in and ask to be enrolled. • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and

If you would like to switch from our plan to:	This is what you should do:
	<p>ask to be disenrolled. TTY users should call 1-877-486-2048.</p> <ul style="list-style-type: none">• You will be disenrolled from our plan when your coverage in Original Medicare begins. If you join a Medicare prescription drug plan, that coverage should begin at this time as well.
<ul style="list-style-type: none">• Original Medicare without a separate Medicare prescription drug plan. <p>Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. See Chapter 6, Section 9, for more information about the late enrollment penalty.</p>	<ul style="list-style-type: none">• Send us a written request to disenroll. Contact Member Services if you need more information about how to do this (phone numbers are printed on the back cover of this booklet).• You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.• You will be disenrolled from our plan when your coverage in Original Medicare begins.

SECTION 4. Until your membership ends, you must keep getting your medical services and drugs through our plan

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave our plan, it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information about when your new coverage begins.) During this time, you must continue to get your medical care and prescription drugs through our plan.

- **You should continue to use our network pharmacies to get your prescriptions filled until your membership in our plan ends.** Usually, your prescription drugs are only covered if they are filled at a network pharmacy, including through our mail-order pharmacy services.
- If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged (even if you are discharged after your new health coverage begins).

- If you use out-of-network providers to obtain medical services, the services are covered under Original Medicare. You will be responsible for Original Medicare's cost-sharing for such services, with the exception of emergency and urgently needed services. If you get prescription drugs from an out-of-network provider, you will be responsible for the cost of the drug.

SECTION 5. We must end your membership in our plan in certain situations

Section 5.1 When must we end your membership in our plan?

We must end your membership in our plan if any of the following happen:

- If you do not stay continuously enrolled in Part B. Members must stay continuously enrolled in Part B.
- If you move out of our service area or if you are away from our service area for more than 90 days.
 - ♦ If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area. Phone numbers for Member Services are printed on the back cover of this booklet.
- If you become incarcerated (go to prison), we will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.
- If you lie about or withhold information about other insurance you have that provides prescription drug coverage, we may disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
 - ♦ If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you do not pay our plan premiums.
- If you are required to pay the extra Part D amount because of your income and you do not pay it, Medicare will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.

Where can you get more information?

If you have questions or would like more information about when we can end your membership:

- You can call Member Services for more information (phone numbers are printed on the back cover of this booklet).

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

We are not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in Chapter 9, Section 10, for information about how to make a complaint.

CHAPTER 11. Legal notices

SECTION 1. Notice about governing law.....	218
SECTION 2. Notice about nondiscrimination.....	218
SECTION 3. Notice about Medicare Secondary Payer subrogation rights.....	218
SECTION 4. Administration of this Evidence of Coverage	218
SECTION 5. Applications and statements.....	218
SECTION 6. Assignment.....	219
SECTION 7. Attorney and advocate fees and expenses	219
SECTION 8. Coordination of benefits	219
SECTION 9. Employer responsibility.....	219
SECTION 10. Evidence of Coverage binding on members.....	219
SECTION 11. Government agency responsibility.....	220
SECTION 12. Member nonliability.....	220
SECTION 13. No waiver	220
SECTION 14. Notices	220
SECTION 15. Overpayment recovery.....	220
SECTION 16. Third party liability	220
SECTION 17. U.S. Department of Veterans Affairs.....	221
SECTION 18. Workers' compensation or employer's liability benefits.....	221
SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance.....	222

SECTION 1. Notice about governing law

Many laws apply to this **Evidence of Coverage** and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2. Notice about nondiscrimination

We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare health plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

SECTION 3. Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Kaiser Permanente Medicare Plus, as a Medicare Cost Plan sponsor, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any state laws.

SECTION 4. Administration of this Evidence of Coverage

We may adopt reasonable policies, procedures, and interpretations to promote orderly and efficient administration of this **Evidence of Coverage**.

SECTION 5. Applications and statements

You must complete any applications, forms, or statements that we request in our normal course of business or as specified in this **Evidence of Coverage**.

SECTION 6. Assignment

You may not assign this **Evidence of Coverage** or any of the rights, interests, claims for money due, benefits, or obligations hereunder without our prior written consent.

SECTION 7. Attorney and advocate fees and expenses

In any dispute between a member and Health Plan, the Medical Group, or Kaiser Foundation Hospitals, each party will bear its own fees and expenses, including attorneys' fees, advocates' fees, and other expenses.

SECTION 8. Coordination of benefits

As described in Chapter 1 (Section 7) "How other insurance works with our plan," if you have other insurance, you are required to use your other coverage in combination with your coverage as a Medicare Plus member to pay for the care you receive. This is called "coordination of benefits" because it involves coordinating all of the health benefits that are available to you. You will get your covered care as usual from network providers, and the other coverage you have will simply help pay for the care you receive.

If your other coverage is the primary payer, it will often settle its share of payment directly with us, and you will not have to be involved. However, if payment owed to us by a primary payer is sent directly to you, you are required by Medicare law to give this primary payment to us. For more information about primary payments in third party liability situations, see Section 16, and for primary payments in workers' compensation cases, see Section 18.

You must tell us if you have other health care coverage, and let us know whenever there are any changes in your additional coverage.

SECTION 9. Employer responsibility

For any services that the law requires an employer to provide, we will not pay the employer, and when we cover any such services, we may recover the value of the services from the employer.

SECTION 10. Evidence of Coverage binding on members

By electing coverage or accepting benefits under this **Evidence of Coverage**, all members legally capable of contracting, and the legal representatives of all members incapable of contracting, agree to all provisions of this **Evidence of Coverage**.

SECTION 11. Government agency responsibility

For any services that the law requires be provided only by or received only from a government agency, we will not pay the government agency, and when we cover any such services we may recover the value of the services from the government agency.

SECTION 12. Member nonliability

Our contracts with network providers provide that you are not liable for any amounts we owe. However, you are liable for the cost of noncovered services you obtain from network providers or out-of-network providers.

SECTION 13. No waiver

Our failure to enforce any provision of this **Evidence of Coverage** will not constitute a waiver of that or any other provision, or impair our right thereafter to require your strict performance of any provision.

SECTION 14. Notices

Our notices to you will be sent to the most recent address we have. You are responsible for notifying us of any change in your address. If you move, please call Member Services (phone numbers are printed on the back of this booklet) and Social Security at **1-800-772-1213** (TTY **1-800-325-0778**) as soon as possible to report your address change.

SECTION 15. Overpayment recovery

We may recover any overpayment we make for services from anyone who receives such an overpayment or from any person or organization obligated to pay for the services.

SECTION 16. Third party liability

As stated in Chapter 1, Section 7, third parties who cause you injury or illness (and/or their insurance companies) usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue these primary payments. If you obtain a judgment or settlement from or on behalf of a third party who allegedly caused an injury or illness for which you received covered services, you must pay us "Plan Charges" for those services. **Note:** This Section 16 does not affect your obligation to pay cost-sharing for these services, but we will credit any such payments toward the amount you must pay us under this section. Please refer to Chapter 12 for the definition of "Plan Charges."

To the extent permitted or required by law, we have the option of becoming subrogated to all claims, causes of action, and other rights you may have against a third party or an insurer, government program, or other source of coverage for monetary damages, compensation, or indemnification on account of the injury or illness allegedly caused by the third party. We will be so subrogated as of the time we mail or deliver a written notice of our exercise of this option to you or your attorney, but we will be subrogated only to the extent of the total of Plan Charges for the relevant services.

To secure our rights, we will have a lien on the proceeds of any judgment or settlement you or we obtain against a third party. The proceeds of any judgment or settlement that you or we obtain shall first be applied to satisfy our lien, regardless of whether the total amount of the proceeds is less than the actual losses and damages you incurred.

Within 30 days after submitting or filing a claim or legal action against a third party, you must send written notice of the claim or legal action to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Attention: Patient Financial Services Dep't
2101 East Jefferson Street, Rockville, Maryland 20852

In order for us to determine the existence of any rights we may have and to satisfy those rights, you must complete and send us all consents, releases, authorizations, assignments, and other documents, including lien forms directing your attorney, the third party, and the third party's liability insurer to pay us directly. You may not agree to waive, release, or reduce our rights under this provision without our prior, written consent.

If your estate, parent, guardian, or conservator asserts a claim against a third party based on your injury or illness, your estate, parent, guardian, or conservator and any settlement or judgment recovered by the estate, parent, guardian, or conservator shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the third party. We may assign our rights to enforce our liens and other rights.

SECTION 17. U.S. Department of Veterans Affairs

For any services for conditions arising from military service that the law requires the Department of Veterans Affairs to provide, we will not pay the Department of Veterans Affairs, and when we cover any such services we may recover the value of the services from the Department of Veterans Affairs.

SECTION 18. Workers' compensation or employer's liability benefits

As stated in Chapter 1, Section 7, workers' compensation usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue primary payments under workers' compensation or employer's liability law. You may be eligible for payments or other benefits, including amounts received as a settlement (collectively referred to as "Financial Benefit"), under workers' compensation or employer's liability law. We will provide covered services even if it is unclear

whether you are entitled to a Financial Benefit, but we may recover the value of any covered services from the following sources:

- From any source providing a Financial Benefit or from whom a Financial Benefit is due.
- From you, to the extent that a Financial Benefit is provided or payable or would have been required to be provided or payable if you had diligently sought to establish your rights to the Financial Benefit under any workers' compensation or employer's liability law.

SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance

We are subject to regulation in this Commonwealth by the State Corporation Commission Bureau of Insurance pursuant to Title 38.2 and by the Virginia Department of Health pursuant to Title 32.1.

In the event you need to contact someone about this insurance for any reason, please contact your agent. If no agent was involved in the sale of this insurance, or if you have additional questions, you may contact Kaiser Permanente at the following address and telephone number:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
P.O. Box 6831
2101 East Jefferson Street
Rockville MD 20849-6831
301-468-6000 or 1-800-777-7902

We recommend that you familiarize yourself with our customer satisfaction and appeals processes as described in Chapter 9: "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," and make use of it before taking any other action.

If you have been unable to contact or obtain satisfaction from the company or your agent, you may contact the Virginia State Corporation Commission's Bureau of Insurance at:

State Corporation Commission
Bureau of Insurance
P.O. Box 115
Richmond VA 23218
804-371-9741 or 1-800-552-7945

Written correspondence is preferable so that a record of your inquiry is maintained. When contacting your agent, Kaiser Permanente, or the Bureau of Insurance, have your policy number available

CHAPTER 12. Definitions of important words

Allowance – A specified credit amount that you can use toward the purchase price of an item. If the price of the item(s) you select exceeds the allowance, you will pay the amount in excess of the allowance, which does not apply to the annual out-of-pocket maximum.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Annual Enrollment Period – A set time each fall when members can change their health or drug plans. The Annual Enrollment Period is from October 15 until December 7. (As a member of a Medicare Cost Plan, you can switch to Original Medicare at any time. But you can only join a new Medicare health or drug plan during certain times of the year, such as the Annual Enrollment Period.)

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or prescription drugs or payment for services or drugs you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for a drug, item, or service you think you should be able to receive. Chapter 9 explains appeals, including the process involved in making an appeal.

Balance Billing – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost-sharing amount. As a member of our plan, you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

Benefit Period – The way that both our plan and Original Medicare measure your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Brand-Name Drug – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand-name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are generally not available until after the patent on the brand-name drug has expired.

Catastrophic Coverage Stage – The stage in the Part D Drug Benefit when you pay a low copayment or coinsurance for your drugs after you or other qualified parties on your behalf have spent **\$4,850** in covered drugs during the covered year.

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Coinsurance – An amount you may be required to pay as your share of the cost for services or prescription drugs. Coinsurance is usually a percentage (for example, 20%) of Plan Charges.

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used for certain types of problems only. This includes problems related to quality of care, waiting times, and the customer service you receive. See also "Grievance," in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Coordination of Benefits (COB) – Coordination of Benefits is a provision used to establish the order in which claims are paid when you have other insurance. If you have Medicare and other health insurance or coverage, each type of coverage is called a "payer." When there is more than one payer, there are "coordination of benefits" rules that decide which one pays first. The "primary payer" pays what it owes on your bills first, and then sends the rest to the "secondary payer" to pay. If payment owed to us is sent directly to you, you are required under Medicare law to give the payment to us. In some cases, there may also be a third payer. See Chapter 1 (Section 7) and Chapter 11 (Section 8) for more information.

Copayment – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit, hospital outpatient visit, or a prescription drug. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit or prescription drug.

Cost-Sharing – Cost-sharing refers to amounts that a member has to pay when services or drugs are received. (This is in addition to our plan's monthly premium.) Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services or drugs are covered; (2) any fixed "copayment" amount that a plan requires when a specific service or drug is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service or drug that a plan requires when the service or drug is received. A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. Note: In some cases, you may not pay all applicable cost-sharing at the time you receive the services, and we will send you a bill later for the cost-sharing. For example, if you receive nonpreventive care during a scheduled preventive care visit, we may bill you later for the cost-sharing applicable to the nonpreventive care. For items ordered in advance, you pay the copayment in effect on the order date (although we will not cover the item unless you still have coverage for it on the date you receive it) and you may be required to pay the copayment when the item is ordered. For outpatient prescription drugs, the order date is the date that the pharmacy processes the order after receiving all of the information they need to fill the prescription.

Cost-Sharing Tier – Every drug on the list of covered drugs is in one of six cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug.

Coverage Determination – A decision about whether a drug prescribed for you is covered by our plan and the amount, if any, you are required to pay for the prescription. In general, if you take your prescription to a pharmacy and the pharmacy tells you the prescription isn't covered under your plan, that isn't a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called "coverage decisions" in this booklet. Chapter 9 explains how to ask us for a coverage decision.

Covered Drugs – The term we use to mean all of the prescription drugs covered by our plan.

Covered Services – The general term we use to mean all of the health care services and items that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Daily Cost-Sharing Rate – A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. A daily cost-sharing rate is the copayment divided by the number of days in a month's supply. Here is an example: If your copayment for a one-month supply of a drug is \$30, and a one-month's supply in your plan is 30 days, then your "daily cost-sharing rate" is \$1 per day. This means you pay \$1 for each day's supply when you fill your prescription.

Deductible – The amount you must pay for health care or prescriptions before our plan begins to pay.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Dispensing Fee – A fee charged each time a covered drug is dispensed to pay for the cost of filling a prescription. The dispensing fee covers costs such as the pharmacist's time to prepare and package the prescription.

Durable Medical Equipment – Certain medical equipment that is ordered by your doctor for medical reasons. Examples are walkers, wheelchairs, or hospital beds.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

Emergency Medical Condition – Either: (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a plan hospital (or designated hospital) before delivery or if transfer poses a threat to your (or your unborn child's) health and safety.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Exception – A type of coverage determination that, if approved, allows you to get a drug that is not on your plan sponsor's formulary (a formulary exception), or get a nonpreferred drug at a lower cost-sharing level (a tiering exception). You may also request an exception if we limit the quantity or dosage of the drug you are requesting (a formulary exception).

Excluded Drug – A drug that is not a "covered Part D drug," as defined under 42 U.S.C. Section 1395w-102(e).

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Formulary – A list of Medicare Part D drugs covered by our plan.

Generic Drug – A prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand-name drug. Generally, a "generic" drug works the same as a brand-name drug and usually costs less.

Grievance – A type of complaint you make about us or one of our network providers or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Group Health Cooperative (GHC) – When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or GHC service area. GHC is located in parts of Washington and Northern Idaho. For more information, please refer to Chapter 3, Section 2.2, and you may visit GHC's website at ghc.org/about_gh/index.jhtml.

Home Health Aide – A home health aide provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (for example, bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Home Health Care – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered services are listed in the Medical Benefits Chart in Chapter 4. We cover home health care in accord with Medicare guidelines. Home health care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren't covered unless you are also getting a covered skilled service. Home health services do not include the services of housekeepers, food service arrangements, or full-time nursing care at home.

Hospice – An enrollee who has six months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums, you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

Hospital Inpatient Stay – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an "outpatient."

Income Related Monthly Adjustment Amount (IRMAA) – If your income is above a certain limit, you will pay an income-related monthly adjustment amount in addition to your plan premium. For example, individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Coverage Limit – The maximum limit of coverage under the Initial Coverage Stage.

Initial Coverage Stage – This is the stage before your total drug expenses have reached **\$3,310**, including amounts you've paid and what our plan has paid on your behalf.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the seven-month period that begins three months before the month you turn 65, includes the month you turn 65, and ends three months after the month you turn 65.

Inpatient Hospital Care – Health care that you get during an inpatient stay in an acute care general hospital.

Kaiser Foundation Health Plan (Health Plan) – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., is a nonprofit corporation and a Medicare Cost Plan. This **Evidence of Coverage** sometimes refers to Health Plan as "we" or "us."

Kaiser Permanente – Kaiser Foundation Hospitals, Health Plan, and the Medical Group.

Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary (Formulary or "Drug List") – A list of prescription drugs covered by our plan. The drugs on this list are selected by us with the help of doctors and pharmacists. The list includes both brand-name and generic drugs.

Kaiser Permanente Region – A Kaiser Foundation Health Plan organization or allied plan that conducts a direct-service health care program. When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or Group Health Cooperative service area. For more information, please refer to Chapter 3, Section 2.2.

Late Enrollment Penalty – An amount added to your monthly premium for Medicare drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more. You pay this higher amount as long as you have a Medicare drug plan. There are some exceptions. For example, if you receive "Extra Help" from Medicare to pay your prescription drug plan costs, you will not pay a late enrollment penalty.

Long-Term Care Hospital – A Medicare-certified acute-care hospital that typically provide Medicare covered services such as comprehensive rehabilitation, respiratory therapy, head trauma treatment, and pain management. They are not long-term care facilities such as convalescent or assisted living facilities.

Low Income Subsidy (LIS) – See "Extra Help."

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for Part A and Part B services covered by our plan. Amounts you pay for your plan premiums, Medicare Part A and Part B premiums, and Part D prescription drugs do not count toward the maximum out-of-pocket amount. See Chapter 4, Section 1.2, for information about your maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6, for information about how to contact Medicaid in your state.

Medical Care or Services – Health care services or items. Some examples of health care items include durable medical equipment, eyeglasses, and drugs covered by Medicare Part A or Part B, but not drugs covered under Medicare Part D.

Medical Group – It is the network of plan providers that our plan contracts with to provide covered services to you. The name of our medical group is the Mid-Atlantic Permanente Medical Group, P.C., a for-profit professional corporation.

Medically Accepted Indication – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, a PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area, except people with End-Stage Renal Disease (unless certain exceptions apply).

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare Coverage Gap Discount Program – A program that provides discounts on most covered Part D brand-name drugs to Part D enrollees who have reached the Coverage Gap Stage and who are not already receiving "Extra Help." Discounts are based on agreements between the federal government and certain drug manufacturers. For this reason, most, but not all, brand-name drugs are discounted.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-Inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

"Medigap" (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Cost Plan is not a Medigap policy.)

Member (Member of our Plan, or "Plan Member") – A person with Medicare who is eligible to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

Network Pharmacy – A network pharmacy is a pharmacy where members of our plan can get their prescription drug benefits. We call them "network pharmacies" because they contract with our plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

Network Physician – Any licensed physician who is a partner or employee of the Medical Group, or any licensed physician who contracts to provide services to our members (but not including physicians who contract only to provide referral services).

Network Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. We call them "**network providers**" when they have an agreement with our plan to accept our payment as payment in full, and in some cases, to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as "plan providers."

Organization Determination – The Cost plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. The Cost plan's network provider or facility has also made an organization determination when it provides you with an item or service, or refers you to an out-of-network provider for an item or service. Organization determinations are called "coverage decisions" in this booklet. Chapter 9 explains how to ask us for a coverage decision.

Original Medicare ("Traditional Medicare" or "Fee-for-Service" Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Pharmacy – A pharmacy that doesn't have a contract with our plan to coordinate or provide covered drugs to members of our plan. As explained in this **Evidence of Coverage**, most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply (see Chapter 5, Section 2.5, for more information).

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for "Cost-Sharing" above. A member's cost-sharing requirement to pay for a portion of services or drugs received is also referred to as the member's "out-of-pocket" cost requirement.

PACE Plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) for as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

Part C – See "**Medicare Advantage (MA) Plan.**"

Part D – The voluntary Medicare Prescription Drug Benefit Program. (For ease of reference, we will refer to the prescription drug benefit program as Part D.)

Part D Drugs – Drugs that can be covered under Part D. We may or may not offer all Part D drugs. (See your formulary for a specific list of covered drugs.) Certain categories of drugs were specifically excluded by Congress from being covered as Part D drugs.

Plan – Kaiser Permanente Medicare Plus.

Plan Charges – Plan Charges means the following:

- For services provided by the Medical Group or Kaiser Foundation Hospitals, the charges in Health Plan's schedule of Medical Group and Kaiser Foundation Hospitals charges for services provided to members.
- For services for which a provider (other than the Medical Group or Kaiser Foundation Hospitals) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider.
- For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a member for the item if a member's benefit plan did not cover the item (this amount is an estimate of: the cost of acquiring, storing, and dispensing drugs; the direct and indirect costs of providing Kaiser Permanente pharmacy services to members; and the pharmacy program's contribution to the net revenue requirements of Health Plan).
- For all other services, the payments that Kaiser Permanente makes for the services or, if Kaiser Permanente subtracts cost-sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost-sharing.

Post-Stabilization Care – Medically necessary services related to your emergency medical condition that you receive after your treating physician determines that this condition is clinically stable. You are considered clinically stable when your treating physician believes, within a reasonable medical probability and in accordance with recognized medical standards, that you are safe for discharge or transfer and that your condition is not expected to get materially worse during or as a result of the discharge or transfer.

Preferred Cost-Sharing – Preferred cost-sharing means lower cost-sharing for certain covered Part D drugs at certain network pharmacies.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Member cost-sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both network (preferred) and out-of-network (nonpreferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health care or prescription drug coverage.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1, for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services or certain drugs that may or may not be on our formulary. Some in-network medical services are covered only if your doctor or other network provider gets "prior authorization" from our plan. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4 and described in Chapter 3, Section 2.3. Some drugs are covered only if your doctor or other network provider gets "prior authorization" from us. Covered drugs that need prior authorization are marked in the formulary.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4, for information about how to contact the QIO for your state.

Quantity Limits – A management tool that is designed to limit the use of selected drugs for quality, safety, or utilization reasons. Limits may be on the amount of the drug that we cover per prescription or for a defined period of time.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (nonemergency) services. Our plan may disenroll you if you permanently move out of our plan's service area.

Services – Health care services or items.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Enrollment Period – A set time when members can change their health or drug plans or return to Original Medicare. Situations in which you may be eligible for a special enrollment period include: if you move outside the service area, if you are getting "Extra Help" with your prescription drug costs, if you move into a nursing home, or if we violate our contract with you.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

Specialty-Tier Drugs – Very high-cost drugs approved by the FDA that are on our formulary.

Standard Cost-Sharing – Standard cost-sharing is cost-sharing other than preferred cost-sharing offered at a network pharmacy.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

Kaiser Permanente Medicare Plus Member Services

METHOD	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

State Health Insurance Assistance Program

A State Health Insurance Assistance Program (SHIP) is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. Please refer to Chapter 2, Section 3, for SHIP contact information.

January 1 – December 31, 2016

Evidence of Coverage

Your Medicare Health Benefits and Services and Prescription Drug Coverage as a Member of Kaiser Permanente Medicare Plus (Cost)

This booklet gives you the details about your Medicare health care and prescription drug coverage from January 1 to December 31, 2016. It explains how to get coverage for the health care services and prescription drugs you need. This is an important legal document. Please keep it in a safe place.

This plan, Kaiser Permanente Medicare Plus, is offered by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When this **Evidence of Coverage** says "we," "us," or "our," it means Health Plan. When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Member Services has free language interpreter services available for non-English speakers (phone numbers are printed on the back cover of this booklet).

This information is available in a different format for the visually impaired by calling Member Services (phone numbers are printed on the back cover of this booklet).

Benefits, formulary, pharmacy network, premium, deductible, and/or copayments/coinsurance may change on January 1, 2017.

2016 Evidence of Coverage

Table of Contents

This list of chapters and page numbers is your starting point. For more help in finding information you need, go to the first page of a chapter. You will find a detailed list of topics at the beginning of each chapter.

CHAPTER 1. Getting started as a member..... 1

Explains what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, your plan premium, your plan membership card, and keeping your membership record up-to-date.

CHAPTER 2. Important phone numbers and resources 15

Tells you how to get in touch with our plan (Medicare Plus) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), programs that help people pay for their prescription drugs, and the Railroad Retirement Board.

CHAPTER 3. Using our plan's coverage for your medical services 29

Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in our plan's network and how to get care when you have an emergency.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay) 42

Gives the details about which types of medical care are covered and *not* covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.

CHAPTER 5. Using our plan's coverage for your Part D prescription drugs..... 102

Explains rules you need to follow when you get your Part D drugs. Tells how to use our **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary** to find out which drugs are covered. Tells which kinds of drugs are *not* covered. Explains several kinds of restrictions that apply to coverage for certain drugs. Explains where to get your prescriptions filled. Tells about our plan's programs for drug safety and managing medications.

CHAPTER 6. What you pay for your Part D prescription drugs 122

Tells about the four stages of drug coverage (Deductible Stage, Initial Coverage Stage, Coverage Gap Stage, and Catastrophic Coverage Stage) and how these stages affect what you pay for your drugs. Explains the six cost-sharing tiers for your Part D drugs and tells what you must pay for a drug in each cost-sharing tier. Tells about the late enrollment penalty.

CHAPTER 7. Asking us to pay our share of a bill you have received for covered medical services or drugs 146

Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services or drugs.

CHAPTER 8. Your rights and responsibilities 152

Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.

CHAPTER 9. What to do if you have a problem or complaint (coverage decisions, appeals, and complaints) 162

Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care or prescription drugs you think are covered by our plan. This includes asking us to make exceptions to the rules or extra restrictions on your coverage for prescription drugs, and asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.
- Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.

CHAPTER 10. Ending your membership in our plan..... 211

Explains when and how you can end your membership in our plan. Explains situations in which our plan is required to end your membership.

CHAPTER 11. Legal notices 217

Includes notices about governing law and about nondiscrimination.

CHAPTER 12. Definitions of important words 223

Explains key terms used in this booklet.

AMENDMENT. "What You Need To Know" – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices

CHAPTER 1. Getting started as a member

SECTION 1. Introduction	2
Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan	2
Section 1.2 What is the Evidence of Coverage booklet about?	2
Section 1.3 Legal information about the Evidence of Coverage.....	3
SECTION 2. What makes you eligible to be a plan member?	3
Section 2.1 Your eligibility requirements	3
Section 2.2 What are Medicare Part A and Medicare Part B?	4
Section 2.3 Here is our plan service area for Medicare Plus.....	4
SECTION 3. What other materials will you get from us?	5
Section 3.1 Your plan membership card—use it to get the care and prescription drugs covered by our plan	5
Section 3.2 The Provider Directory: Your guide to all providers in our network.....	5
Section 3.3 The Pharmacy Directory: Your guide to pharmacies in our network	6
Section 3.4 Our plan's Kaiser Permanente 2016 Abridged Formulary	6
Section 3.5 The Part D Explanation of Benefits (the "Part D EOB"): Reports with a summary of payments made for your Part D prescription drugs	7
SECTION 4. Your monthly premium for our plan	7
Section 4.1 How much is your plan premium?	7
Section 4.2 There are several ways you can pay your plan premium	10
Section 4.3 Can we change your monthly plan premium during the year?	11
SECTION 5. Please keep your plan membership record up-to-date	12
Section 5.1 How to help make sure that we have accurate information about you.....	12
SECTION 6. We protect the privacy of your personal health information.....	13
Section 6.1 We make sure that your health information is protected	13
SECTION 7. How other insurance works with our plan	13
Section 7.1 Which plan pays first when you have other insurance?.....	13

SECTION 1. Introduction

Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan

You are covered by Medicare, and you have chosen to get your Medicare health care and your prescription drug coverage through our plan, Kaiser Permanente Medicare Plus.

There are different types of Medicare health plans. Medicare Plus is a Medicare Cost Plan. Like all Medicare health plans, this Medicare Cost Plan is approved by Medicare and run by a private company.

Section 1.2 What is the Evidence of Coverage booklet about?

This **Evidence of Coverage** booklet tells you how to get your Medicare medical care and prescription drugs covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of our plan.

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage** and they all include Medicare Part D prescription drug coverage:

- Kaiser Permanente Medicare Plus High w/Part D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**High Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/Part D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/Part D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Part B Only Option**" plan for members without Medicare Part A coverage.
- Kaiser Permanente Medicare Plus Basic w/D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Part B Only Option**" plan for members without Medicare Part A coverage.

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

The words "coverage" and "covered services" refer to the medical care and services and the prescription drugs available to you as a member of our plan.

It's important for you to learn what our plan's rules are and what services are available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** booklet.

If you are confused or concerned or just have a question, please contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.3 Legal information about the Evidence of Coverage

It's part of our contract with you

This **Evidence of Coverage** is part of our contract with you about how our plan covers your care. Other parts of this contract include your enrollment form, our **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The contract is in effect for the months in which you are enrolled in Medicare Plus between January 1, 2016, and December 31, 2016.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of our plan after December 31, 2016. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2016.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer our plan and Medicare renews its approval of our plan.

SECTION 2. What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You have Medicare Part B (or you have both Part A and Part B) (Section 2.2 below tells you about Medicare Part A and Medicare Part B).
- – *and* – you live in our geographic service area (Section 2.3 below describes our service area).
- – *and* – you do not have End-Stage Renal Disease (ESRD), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer.

Section 2.2 What are Medicare Part A and Medicare Part B?

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services), skilled nursing facilities, or home health agencies.
- Medicare Part B is for most other medical services (such as physician's services and other outpatient services) and certain items (such as durable medical equipment and supplies).

Section 2.3 Here is our plan service area for Medicare Plus

Although Medicare is a federal program, our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes the city of Washington D.C. and these cities and counties in Maryland and Virginia: Alexandria City, Anne Arundel, Arlington, Baltimore County, Baltimore City, Carroll County, Fairfax City, Fairfax County, Falls Church City, Harford County, Howard County, Loudoun County, Manassas City, Manassas Park City, Montgomery County, Prince George's County, and Prince William County.

Also, our service area includes these parts of counties in Maryland, in the following ZIP codes only:

- **Calvert County:** 20639, 20678, 20689, 20714, 20732, 20736, and 20754.
- **Charles County:** 20601, 20602, 20603, 20604, 20612, 20616, 20617, 20637, 20640, 20643, 20646, 20658, 20675, 20677, and 20695.
- **Frederick County:** 21701, 21702, 21703, 21704, 21705, 21709, 21710, 21714, 21716, 21717, 21718, 21754, 21755, 21758, 21759, 21762, 21769, 21770, 21771, 21774, 21775, 21777, 21790, 21792, and 21793.

In addition, we offer coverage in several states. However, there may be cost or other differences between the plans we offer in each state. If you move out of state and into a state that is still within our service area, you must call Member Services in order to update your information. If you move into a state outside of our service area, you cannot remain a member of our plan. Please call Member Services to find out if we have a plan in your new state.

If you plan to move out of the service area, please contact Member Services (phone numbers are printed on the back cover of this booklet). When you move, you will have a special enrollment period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

plan may also get services from out-of-network providers. If you get care from out-of-network providers, you will pay the cost-sharing amounts under Original Medicare.

If you don't have your copy of the **Provider Directory**, you can request a copy from Member Services (phone numbers are printed on the back cover of this booklet). You may ask Member Services for more information about our network providers, including their qualifications. You can view or download the **Provider Directory** at kp.org/directory. Both Member Services and our website can give you the most up-to-date information about our network providers.

Section 3.3 The Pharmacy Directory: Your guide to pharmacies in our network

What are "network pharmacies"?

Network pharmacies are all of the pharmacies that have agreed to fill covered prescriptions for our plan members.

Why do you need to know about network pharmacies?

You can use the **Pharmacy Directory** to find the network pharmacy you want to use.

There are changes to our network of pharmacies for next year. An updated **Pharmacy Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Pharmacy Directory**. Please review the 2015 **Pharmacy Directory** to see which pharmacies are in our network.

If you don't have the **Pharmacy Directory**, you can get a copy from Member Services (phone numbers are printed on the back cover of this booklet). At any time, you can call Member Services to get up-to-date information about changes in the pharmacy network. You can also find this information on our website at kp.org/directory.

Section 3.4 Our plan's Kaiser Permanente 2016 Abridged Formulary

Our plan has a **Kaiser Permanente 2016 Abridged Formulary**. We call it the "Drug List" for short. It tells you which Part D prescription drugs are covered under the Part D benefit included in our plan. The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our Drug List. The Drug List also tells you if there are any rules that restrict coverage for your drugs.

We will send you a copy of the Drug List. The Drug List we send to you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it. To get the most complete and current information about which drugs are covered, you can visit our website (kp.org/seniormedrx) or call Member Services (phone numbers are printed on the back cover of this booklet).

**Section 3.5 The Part D Explanation of Benefits (the "Part D EOB"):
Reports with a summary of payments made for your
Part D prescription drugs**

When you use your Part D prescription drug benefits, we will send you a summary report to help you understand and keep track of payments for your Part D prescription drugs. This summary report is called the **Part D Explanation of Benefits** (or the "**Part D EOB**").

The **Part D EOB** tells you the total amount you, or others on your behalf, have spent on your Part D prescription drugs and the total amount we have paid for each of your Part D prescription drugs during the month. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about the **Part D EOB** and how it can help you keep track of your drug coverage.

A **Part D EOB** summary is also available upon request. To get a copy, please contact Member Services (phone numbers are printed on the back cover of this booklet). You can also choose to get your **Part D EOB** online instead of by mail. Please visit kp.org/goinggreen and sign on to learn more about choosing to view your **Part D EOB** securely online.

SECTION 4. Your monthly premium for our plan

Section 4.1 How much is your plan premium?

As a member of our plan, you pay a monthly plan premium. The table below shows the monthly plan premium amount for each plan we are offering in the service area. In addition, you must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Medicare Plus plan name	Monthly plan premium
<p>High Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none">• Premium for medical benefits: \$62.60.• Premium for Medicare prescription drug coverage: \$66.40.• Total monthly premium amount: \$129.	<p>\$129</p>

<p>Standard Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$5.90. • Premium for Medicare prescription drug coverage: \$19.10. • Total monthly premium amount: \$25. 	<p>\$25</p>
<p>Standard Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$356.10. • Premium for Medicare prescription drug coverage: \$39.90. • Total monthly premium amount: \$396. 	<p>\$396</p>
<p>Basic Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$0. • Premium for Medicare prescription drug coverage: \$19. • Total monthly premium amount: \$19. 	<p>\$19</p>
<p>Basic Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$374.70. • Premium for Medicare prescription drug coverage: \$33.30. • Total monthly premium amount: \$408. 	<p>\$408</p>

In some situations, your plan premium could be less

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. Chapter 2, Section 7, tells you more about these programs. If you qualify, enrolling in the program might lower your monthly plan premium.

If you are *already enrolled* and getting help from one of these programs, the information about premiums in this **Evidence of Coverage** does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this rider by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

In some situations, your plan premium could be more

In some situations, your plan premium could be more than the amount listed above in this section. This situation is described below:

- Some members are required to pay a **late enrollment penalty** because they did not join a Medicare drug plan when they first became eligible or because they had a continuous period of 63 days or more when they didn't have "creditable" prescription drug coverage. ("Creditable" means the drug coverage is at least as good as Medicare's standard drug coverage.) For these members, the late enrollment penalty is added to our plan's monthly premium. Their premium amount will be the monthly plan premium plus the amount of their late enrollment penalty.
 - ◆ If you are required to pay the late enrollment penalty, the amount of your penalty depends upon how long you waited before you enrolled in drug coverage or how many months you were without drug coverage after you became eligible. Chapter 6, Section 9, explains the late enrollment penalty.
 - ◆ If you have a late enrollment penalty and do not pay it, you could lose your prescription drug coverage.

Many members are required to pay other Medicare premiums

In addition to paying the monthly plan premium, many members are required to pay other Medicare premiums. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. And most plan members pay a premium for Medicare Part B. You must continue paying your Medicare Part B premium to remain a member of our plan.

Some people pay an extra amount for Part D because of their yearly income; this is known as Income Related Monthly Adjustment Amounts, also known as IRMAA. If your income is greater than \$85,000 for an individual (or married individuals filing separately) or greater than \$170,000 for married couples, **you must pay an extra amount directly to the government** (not the Medicare plan) for your Medicare Part D coverage.

- **If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.**
- If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be.
- For more information about Part D premiums based on income, go to Chapter 6, Section 10, in this booklet. You can also visit <http://www.medicare.gov> on the Web or call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. Or you may call Social Security at **1-800-772-1213**. TTY users should call **1-800-325-0778**.

Your copy of **Medicare & You** 2016 gives you information about Medicare premiums in the section called "2016 Medicare Costs." This explains how the Medicare Part B and Part D premiums differ for people with different incomes. Everyone with Medicare receives a copy of **Medicare & You** each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of **Medicare & You** 2016 from the Medicare website (<http://www.medicare.gov>) or you can order a printed copy by phone at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users call **1-877-486-2048**.

Section 4.2 There are several ways you can pay your plan premium

There are three ways you can pay your plan premium. You will pay by check (Option 1) unless you tell us that you want your premium automatically deducted from your bank (Option 2) or your Social Security check (Option 3). To sign up for Option 2 or 3, or to change your selection at any time, please call Member Services and tell us which option you want.

If you decide to change the way you pay your premium, it can take up to three months for your new payment method to take effect. While we are processing your request for a new payment method, you are responsible for making sure that your plan premium is paid on time.

Option 1: You can pay by check or money order

You may send your monthly plan premium directly to us. We must receive your check made payable to "**Kaiser Permanente**" on or before the first of the coverage month at the following address:

Kaiser Permanente
Membership Accounting Department
PO Box 64199
Baltimore, MD 21264-4199

Note: You cannot pay in person.

Option 2: You can sign up for electronic funds transfer (EFT)

Instead of paying by check, you can have your monthly plan premium automatically withdrawn from your bank account. Please call Member Services to learn how to start or stop automatic payments of your plan premium and other details about this option, such as when your monthly withdrawal will occur. You can also make a payment using a credit card over the phone by calling our Membership Administration Department at **800-777-7902**, 8:00 a.m. to 4:30 p.m., Monday through Friday.

Option 3: You can have our plan premium taken out of your monthly Social Security check

You can have our plan premium taken out of your monthly Social Security check. Contact Member Services for more information about how to pay your monthly plan premium this way. We will be happy to help you set this up. Phone numbers for Member Services are printed on the back cover of this booklet.

What to do if you are having trouble paying your plan premium

Your plan premium is due in our office by the first day of the coverage month. If we have not received your premium payment by the 10th day of the coverage month, we will send you a notice telling you that your plan membership will end if we do not receive your premium payment within 90 days. If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.

If you are having trouble paying your plan premium on time, please contact Member Services to see if we can direct you to programs that will help with your plan premium. Phone numbers for Member Services are printed on the back cover of this booklet.

If we end your membership because you did not pay your premium, you will have health coverage under Original Medicare.

If we end your membership in our plan because you did not pay your plan premium or Part D optional supplemental benefit premium, then you may not be able to receive Part D coverage until the following year, if you enroll in a new plan during the annual enrollment period. During the annual enrollment period, you may either join a stand-alone prescription drug plan or a health plan that also provides drug coverage. (If you go without "creditable" drug coverage for more than 63 days, you may have to pay a late enrollment penalty for as long as you have Part D coverage.)

At the time we end your membership, you may still owe us for premiums you have not paid. We have the right to pursue collection of the premiums you owe.

If you think we have wrongfully ended your membership, you have a right to ask us to reconsider this decision by making a complaint. Chapter 9, Section 10, in this booklet tells you how to make a complaint. If you had an emergency circumstance that was out of your control and it caused you to not be able to pay your premiums within our grace period, you can ask Medicare to reconsider this decision by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 4.3 Can we change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for our plan's monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.

However, in some cases, the part of the premium that you have to pay can change during the year. This happens if you become eligible for the "Extra Help" program or if you lose your eligibility for the "Extra Help" program during the year. If a member qualifies for "Extra Help" with their prescription drug costs, the "Extra Help" program will pay part of the member's monthly plan premium. A member who loses their eligibility during the year will need to start paying their full monthly premium. You can find out more about the "Extra Help" program in Chapter 2, Section 7.

SECTION 5. Please keep your plan membership record up-to-date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage, including your Primary Care Provider.

The doctors, hospitals, pharmacists, and other providers in our network need to have correct information about you. These network providers use your membership record to know what services and drugs are covered and the cost-sharing amounts for you. Because of this, it is very important that you help us keep your information up-to-date.

Let us know about these changes:

- Changes to your name, your address, or your phone number.
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid).
- If you have any liability claims, such as claims from an automobile accident.
- If you have been admitted to a nursing home.
- If you receive care in an out-of-area or out-of-network hospital or emergency room.
- If your designated responsible party (such as a caregiver) changes.
- If you are participating in a clinical research study.

If any of this information changes, please let us know by calling Member Services (phone numbers are printed on the back cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 6. We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 8, Section 1.4, of this booklet.

SECTION 7. How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the "primary payer" and pays up to the limits of its coverage. The one that pays second, called the "secondary payer," only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends upon your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - ◆ If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.
 - ◆ If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
 - ◆ If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance).
- Liability (including automobile insurance).
- Black lung benefits.
- Workers' compensation.

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2. Important phone numbers and resources

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)..... **16**

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)..... **18**

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)..... **19**

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare) **21**

SECTION 5. Social Security..... **21**

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)..... **22**

SECTION 7. Information about programs to help people pay for their prescription drugs **24**

SECTION 8. How to contact the Railroad Retirement Board **28**

SECTION 9. Do you have "group insurance" or other health insurance from an employer?..... **28**

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)

How to contact our plan's Member Services

For assistance with claims, billing, or membership card questions, please call or write to Medicare Plus Member Services. We will be happy to help you.

Method	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or prescription drugs covered under the Part D benefit included in your plan. An appeal is a formal way of asking us to review and change a coverage decision we have made. You can make a complaint about us or one of our network providers or pharmacies, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes.

For more information about asking for a coverage decision or making an appeal or a complaint about your medical care or prescription drugs, see Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." You may call us if you have questions about our coverage decision process.

Method	Coverage decisions, appeals, or complaints for medical care or Part D prescription drugs – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org
MEDICARE WEBSITE	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare, go to <u>www.medicare.gov/MedicareComplaintForm/home.aspx</u> .

Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received

For more information about situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services or drugs."

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," for more information.

Method	Payment requests – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Payment requests – contact information
	2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called "CMS"). This agency contracts with Medicare Advantage and Medicare Cost Plan organizations, including our plan.

Method	Medicare – contact information
CALL	1-800-MEDICARE or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<u>http://www.medicare.gov</u> This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state. The Medicare website also has detailed information about your Medicare eligibility and enrollment options, with the following tools: <ul style="list-style-type: none">• Medicare Eligibility Tool: Provides Medicare eligibility status information.• Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and

Method	Medicare – contact information
	<p data-bbox="464 306 1378 411">Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans.</p> <p data-bbox="430 432 1414 499">You can also use the website to tell Medicare about any complaints you have about our plan:</p> <ul data-bbox="430 520 1414 709" style="list-style-type: none">• Tell Medicare about your complaint: You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. <p data-bbox="430 730 1403 940">If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called **Health Insurance Counseling Project**.
- In Maryland, the SHIP is called **Maryland Department of Aging**.
- In Virginia, the SHIP is called **Virginia Insurance Counseling and Assistance Program**.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

Method	Health Insurance Counseling Project (District of Columbia's SHIP) – contact information
CALL	202-994-6272
TTY	202-994-6656 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	2136 Pennsylvania Avenue, N.W., Washington, DC 20052
WEBSITE	www.law.gwu.edu/academics/el/clinics/insurance/

Method	Maryland Department of Aging – contact information
CALL	410-767-1100 or toll free 1-800-243-3425
TTY	711
WRITE	301 West Preston St., Suite 1007, Baltimore, MD 21201
WEBSITE	mdoa.state.md.us/

Method	Virginia Insurance Counseling and Assistance Program – contact information
CALL	804-662-9333 or toll free 1-800-552-3402
TTY	711
WRITE	1610 Forest Avenue, Suite 100, Henrico, VA 23229
WEBSITE	vda.virginia.gov

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For District of Columbia, Maryland, and Virginia, the Quality Improvement Organization is called KEPRO.

KEPRO has a group of doctors and other health care professionals who are paid by the federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KEPRO is an independent organization. It is not connected with our plan.

You should contact KEPRO in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

Method	KEPRO (District of Columbia's, Maryland's, and Virginia's QIO) – contact information
CALL	1-844-455-8708
TTY	1-855-843-4776 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609
WEBSITE	www.keproqio.com

SECTION 5. Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

Social Security is also responsible for determining who has to pay an extra amount for their Part D drug coverage because they have a higher income. If you got a letter from Social Security telling you that you have to pay the extra amount and have questions about the amount or if your income went down because of a life-changing event, you can call Social Security to ask for a reconsideration.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – contact information
CALL	1-800-772-1213 Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday. You can use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday.
WEBSITE	http://www.ssa.gov

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, coinsurance, and copayments). Some people with QMB are also eligible for full Medicaid benefits (QMB+).
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).
- **Qualified Individual (QI):** Helps pay Part B premiums.

- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact the Medicaid agency for your state listed below.

Method	Department of Healthcare Finance (District of Columbia's Medicaid program) – contact information
CALL	202-442-5988
TTY	711
WRITE	441 4th Street NW, 900S, Washington, DC 20001
WEBSITE	dhcf.dc.gov

Method	Maryland Medical Assistance Program/HealthChoice – contact information
CALL	410-767-5800 or toll free 1-800-492-5231
TTY	1-800-735-2258 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	mmcp.dhmh.maryland.gov

Method	Virginia Department of Medical Assistance Services – contact information
CALL	804-786-6145 or toll free 1-800-643-2273
TTY	711
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Virginia Department of Medical Assistance Services – contact information
WEBSITE	dmasva.dmas.virginia.gov

SECTION 7. Information about programs to help people pay for their prescription drugs

Medicare's "Extra Help" Program

Medicare provides "Extra Help" to pay prescription drug costs for people who have limited income and resources. Resources include your savings and stocks, but not your home or car. If you qualify, you get help paying for any Medicare drug plan's monthly premium, yearly deductible, and prescription copayments. This "Extra Help" also counts toward your out-of-pocket costs.

People with limited income and resources may qualify for "Extra Help." Some people automatically qualify for "Extra Help" and don't need to apply. Medicare mails a letter to people who automatically qualify for "Extra Help."

You may be able to get "Extra Help" to pay for your prescription drug premiums and costs. To see if you qualify for getting "Extra Help," call:

- **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day, 7 days a week;
- The Social Security Office at **1-800-772-1213**, between 7 a.m. to 7 p.m., Monday through Friday. TTY users should call **1-800-325-0778**; or
- Your state Medicaid office (see Section 6 in this chapter for contact information).

If you believe you have qualified for "Extra Help" and you believe that you are paying an incorrect cost-sharing amount when you get your prescription at a pharmacy, our plan has established a process that allows you either to request assistance in obtaining evidence of your proper copayment level, or, if you already have the evidence, to provide this evidence to us.

If you aren't sure what evidence to provide us, please contact a network pharmacy or Member Services. The evidence is often a letter from either the state Medicaid or Social Security office that confirms you are qualified for "Extra Help." The evidence may also be state-issued documentation with your eligibility information associated with Home and Community-Based Services.

You or your appointed representative may need to provide the evidence to a network pharmacy when obtaining covered Part D prescriptions so that we may charge you the appropriate cost-sharing amount until the Centers for Medicare & Medicaid Services (CMS) updates its records to reflect your current status. Once CMS updates its records, you will no longer need to present the evidence to the pharmacy. Please provide your evidence in one of the following ways so we can forward it to CMS for updating:

- Write to Kaiser Permanente at:
California Service Center
Attn: Best Available Evidence
P.O. Box 232407
San Diego, CA 92193-2407
- Fax it to **1-877-528-8579**.
- Take it to a network pharmacy or your local Member Services office at a network facility.

When we receive the evidence showing your copayment level, we will update our system so that you can pay the correct copayment when you get your next prescription at the pharmacy. If you overpay your copayment, we will reimburse you. Either we will forward a check to you in the amount of your overpayment or we will offset future copayments. If the pharmacy hasn't collected a copayment from you and is carrying your copayment as a debt owed by you, we may make the payment directly to the pharmacy. If a state paid on your behalf, we may make payment directly to the state. Please contact Member Services if you have questions (phone numbers are printed on the back cover of this booklet).

Medicare Coverage Gap Discount Program

The Medicare Coverage Gap Discount Program provides manufacturer discounts on brand-name drugs to Part D enrollees who have reached the coverage gap and are not receiving "Extra Help." A 50% discount on the negotiated price (excluding the dispensing fee) is available for those brand-name drugs from manufacturers. The plan pays an additional 5% and you pay the remaining 45% for your brand-name drugs.

If you reach the coverage gap, we automatically apply the discount when your pharmacy bills you for your prescription. Your **Part D Explanation of Benefits (Part D EOB)** will show any discount provided. Both the amount you pay and the amount discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them, and move you through the coverage gap. The amount paid by the plan (5%) does not count toward your out-of-pocket costs.

You also receive some coverage for generic drugs. If you reach the coverage gap, our plan pays 42% of the price for generic drugs and you pay the remaining 58% of the price. For generic drugs, the amount paid by our plan (42%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap. Also, the dispensing fee is included as part of the cost of the drug.

The Medicare Coverage Gap Discount Program is available nationwide. Because our High Option plan offers additional gap coverage during the Coverage Gap Stage, your out-of-pocket costs will sometimes be lower than the costs described here. Please go to Chapter 6, Section 6, for more information about your coverage during the Coverage Gap Stage.

If you have any questions about the availability of discounts for the drugs you are taking or about the Medicare Coverage Gap Discount Program in general, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you have coverage from a State Pharmaceutical Assistance Program (SPAP)?

If you are enrolled in a State Pharmaceutical Assistance Program (SPAP), or any other program that provides coverage for Part D drugs (other than "Extra Help"), you still get the 50% discount on covered brand-name drugs. Also, the plan pays 5% of the costs of brand-name drugs in the coverage gap. The 50% discount and the 5% paid by the plan are both applied to the price of the drug before any SPAP or other coverage.

What if you have coverage from an AIDS Drug Assistance Program (ADAP)?

What is the AIDS Drug Assistance Program (ADAP)?

The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. **Note:** To be eligible for the ADAP operating in your state, individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status.

If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. Please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

What if you get "Extra Help" from Medicare to help pay your prescription drug costs? Can you get the discounts?

No. If you get "Extra Help," you already get coverage for your prescription drug costs during the coverage gap.

What if you don't get a discount, and you think you should have?

If you think that you have reached the coverage gap and did not get a discount when you paid for your brand-name drug, you should review your next **Part D Explanation of Benefits (Part D EOB)** notice. If the discount doesn't appear on your **Part D EOB**, you should contact us to make sure that your prescription records are correct and up-to-date. If we don't agree that you are owed a discount, you can appeal. You can get help filing an appeal from your State Health Insurance Assistance Program (SHIP) (telephone numbers are in Section 3 of this chapter) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

State Pharmaceutical Assistance Programs

Many states have State Pharmaceutical Assistance Programs that help some people pay for prescription drugs based on financial need, age, medical condition, or disabilities. Each state has different rules to provide drug coverage to its members.

In Maryland, the name of the State Pharmaceutical Assistance Program is Maryland Senior Prescription Drug Assistance Program (SPDAP). Maryland also has other programs that assist Maryland residents with drug expenses, which are the Kidney Disease Program and the AIDS Drug Assistance Program.

Method	Maryland Senior Prescription Drug Assistance Program (SPDAP) – contact information
CALL	1-800-551-5995
TTY	1-800-877-5156 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	628 Hebron Ave. Ste. 212, Glastonbury, CT 06033
WEBSITE	marylandspdap.com

Method	Maryland Kidney Disease Program – contact information
CALL	1-410-767-5000

Method	Maryland AIDS Drug Assistance Program – contact information
CALL	1-410-767-6535 or toll-free 1-800-205-6308

SECTION 8. How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – contact information
CALL	1-877-772-5772 Calls to this number are free. Available 9:00 a.m. to 3:30 p.m., Monday through Friday. If you have a touch-tone telephone, recorded information and automated services are available 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are not free.
WEBSITE	http://www.rrb.gov

SECTION 9. Do you have "group insurance" or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Member Services if you have any questions. You can ask about your (or your spouse's) employer or retiree health benefits, premiums, or the enrollment period. Phone numbers for Member Services are printed on the back cover of this booklet. You may also call **1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048)** with questions related to your Medicare coverage under this plan.

If you have other prescription drug coverage through your (or your spouse's) employer or retiree group, please contact that group's benefits administrator. The benefits administrator can help you determine how your current prescription drug coverage will work with our plan.

CHAPTER 3. Using our plan's coverage for your medical services

SECTION 1. Things to know about getting your medical care covered as a member of our plan 30

Section 1.1 What are "network providers" and "covered services"?..... 30

Section 1.2 Basic rules for getting your medical care covered by our plan 30

SECTION 2. Use providers in our network to get your medical care..... 31

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care 31

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP? 32

Section 2.3 How to get care from specialists and other network providers 33

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster 35

Section 3.1 Getting care if you have a medical emergency 35

Section 3.2 Getting care when you have an urgent need for services 36

Section 3.3 Getting care during a disaster 37

SECTION 4. What if you are billed directly for the full cost of your covered services? 37

Section 4.1 You can ask us to pay our share of the cost for covered services 37

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost 37

SECTION 5. How are your medical services covered when you are in a "clinical research study"?..... 38

Section 5.1 What is a "clinical research study"? 38

Section 5.2 When you participate in a clinical research study, who pays for what? 39

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution" 40

Section 6.1 What is a religious nonmedical health care institution?..... 40

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan? 40

SECTION 7. Rules for ownership of durable medical equipment 41

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan? 41

SECTION 1. Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using our plan to get your medical care covered. It gives you definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by our plan.

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the Medical Benefits Chart in the next chapter, Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

Section 1.1 What are "network providers" and "covered services"?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **"Providers"** are doctors and other health care professionals licensed by the state to provide medical services and care. The term "providers" also includes hospitals and other health care facilities.
- **"Network providers"** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan.
- **"Covered services"** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the Medical Benefits Chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care covered by our plan

As a Medicare health plan, our plan must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

We will generally cover your medical care as long as:

- **The care you receive is included in our plan's Medical Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- **You generally must receive your care from a network provider for our plan to cover the services.**
 - ♦ If we do not cover services you receive from an out-of-network provider, the services will be covered by Original Medicare if they are Medicare-covered services. Except for emergency or urgently needed services, if you get services covered by Original Medicare

from an out-of-network provider then you must pay Original Medicare's cost-sharing amounts. For information on Original Medicare's cost-sharing amounts, call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- ◆ You should get supplemental benefits from a network provider. If you get covered supplemental benefits, such as dental care, from an out-of-network provider, then you must pay the entire cost of the service.
- ◆ If an out-of-network provider sends you a bill that you think we should pay, please contact Member Services (phone numbers are printed on the back cover of this booklet). Generally, it is best to ask an out-of-network provider to bill Original Medicare first, and then to bill us for the remaining amount. We may require the out-of-network provider to bill Original Medicare. We will then pay any applicable Medicare coinsurance and deductibles minus your copayments on your behalf.
- **You have a network primary care provider** (a PCP) who is providing and overseeing your care. As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - ◆ In most situations, your network PCP must give you approval in advance before you can use other providers in our plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a "referral" (for more information about this, see Section 2.3 in this chapter).
 - ◆ Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 in this chapter).

SECTION 2. Use providers in our network to get your medical care

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a "PCP" and what does the PCP do for you?

As a member, you must choose a network provider to be your primary care provider. Your primary care provider is a physician in family medicine, adult medicine, general practice, or obstetrics/gynecology who meets state requirements and is trained to give you primary medical care.

Your PCP will provide most of your health care and will arrange or coordinate your covered care with other Medical Group physicians and other providers. If you need certain types of covered services or supplies, you must get approval in advance from your PCP. For specialty care and other services, your PCP will need to get prior authorization (prior approval) from us as described in Section 2.3 in this chapter.

You are free to get care from other Medical Group PCPs if your PCP is not available, and at any Kaiser Permanente medical office.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

How do you choose your PCP?

You may select a primary care plan physician from any of our available plan physicians who practice in these specialties: internal medicine, family medicine, and pediatrics. Also, women can select any available primary care plan physician from obstetrics/gynecology. Your PCP must be a Medical Group physician, unless we designate otherwise. If you do not select a PCP, then one will be selected for you from the available Medical Group physicians.

When you make a selection, it is effective immediately. To learn how to select a primary care plan physician, please call Member Services. You can also make your selection at **kp.org**. If there is a particular plan specialist or hospital that you want to use, check first to be sure your PCP makes referrals to that specialist, or uses that hospital.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our network of providers and you would have to find a new PCP.

To change your PCP, call Member Services. When you call, be sure to tell Member Services if you are seeing specialists or getting other covered services that need your PCP's approval (such as home health services and durable medical equipment). Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will tell you when the change to your new PCP will take effect. Generally, changes are effective the first of the month following the date when we receive your request.

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP?

You can get the services listed below without getting approval in advance from your PCP:

- Routine women's health care, which includes breast exams, screening mammograms (X-rays of the breast), Pap tests, and pelvic exams, as long as you get them from a network provider.
- Flu shots and Hepatitis B vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed services from network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, for example, when you are temporarily outside of our service area.
- If you visit the service area of another Kaiser Permanente region or Group Health Cooperative (GHC), you can receive certain care from designated providers in that service area. Please call Member Services for more information about getting care when visiting another Kaiser Permanente region's service area or the GHC service area, including coverage information and facility locations in parts of California, Colorado, Georgia, Hawaii, Idaho, Oregon, and Washington.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

Referrals from your PCP

You will usually see your PCP first for most of your routine health care needs. There are only a few types of covered services you may get on your own, without getting approval from your PCP first, which are described in Section 2.2. Also, your PCP will need to request authorization from our plan for referrals to specialists.

- If you are seeing a non-plan specialist when you enroll in our plan, you will be required in most instances to switch to a plan specialist. If your current specialist is not a plan specialist and you wish to continue to receive services from that non-plan specialist, you may continue to do so under your Original Medicare benefits, if he/she participates in the Medicare program. In that instance, you will be required to pay Original Medicare cost-sharing because the services will not be covered by our plan.

Prior authorization

For the services and items listed below and in Chapter 4, Sections 2.1 and 2.2, your PCP will need to get approval in advance from our plan or Medical Group (this is called getting "prior authorization"). Decisions regarding requests for authorization will be made only by licensed physicians or other appropriately licensed medical professionals. If you get these services and items without prior authorization by our plan or Medical Group, the care will not be covered by our plan and you will have to pay Original Medicare's out-of-pocket amounts for the care.

- **Inpatient care.** For nonemergency admissions, the Medical Group and our plan will coordinate your care and determine which hospital you will be admitted. Your PCP or specialist must receive prior authorization from us for nonemergency admissions, including admissions to behavioral health, skilled nursing facilities, or other inpatient settings. We will determine the most appropriate facility for care. Depending upon your medical needs, we may transfer you from one network hospital or other inpatient setting, to another network hospital where Medical Group physicians are always on duty. In addition, we may transfer you from one network skilled nursing facility to another where Medical Group physicians make rounds and are available for urgent care.
- Medically necessary transgender surgery and associated procedures.
- **Network specialty care.** When your PCP believes that you need specialty care, he or she will request authorization from us. If specialty care is medically necessary, we will send you a written referral and authorize an initial consultation and/or a specified number of visits. After your initial consultation with the network specialist, you must then return to your PCP unless we have authorized more visits as specified in the written referral that we gave you.

Don't return to the network specialist after your initial consultation visit unless we have authorized additional visits in your referral. Otherwise, the services will not be covered and you will be responsible for paying Original Medicare cost-sharing and out-of-pocket expenses, instead of our plan's cost-sharing amounts. Here are some other things you should know about obtaining specialty care:

- ◆ If you need to see a network specialist frequently because you have been diagnosed with a condition or disease that requires ongoing specialized care, your PCP and your attending network specialist may develop a treatment plan that allows you to see the network specialist without additional referrals. Your PCP must contact us and your network specialist must use our criteria when creating your treatment plan, and the network specialist will need to get authorization before starting any treatment.
- **Out-of-network specialty care.** If your PCP decides that you require covered services not available from network providers, he or she will recommend to the Medical Group that you be referred to an out-of-network provider inside or outside our service area. The appropriate Medical Group designee will authorize the services if he or she determines that the covered services are medically necessary and are not available from a network provider. Referrals to out-of-network physicians will be for a specific treatment plan, which may include a standing referral if ongoing care is prescribed. Please ask your network physician what services have been authorized. If the out-of-network specialist wants you to come back for more care, be sure to check if the referral covers more visits to the specialist. If it doesn't, please contact your PCP.
- After we are notified that you need **post-stabilization care** from an out-of-network provider following emergency care, we will discuss your condition with the out-of-network provider. If we decide that you require post-stabilization care and that this care would be covered if you received it from a network provider, we will authorize your care from the out-of-network provider only if we cannot arrange to have a network provider (or other designated provider) provide the care. Please see Section 3.1 in this chapter for more information.

What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.

- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us at **1-888-777-5536 (TTY 711)** so we can assist you in finding a new provider and managing your care.

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster

Section 3.1 Getting care if you have a medical emergency

What is a "medical emergency" and what should you do if you have one?

A "medical emergency" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call **911** for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. The number to call is listed on the back of your membership card.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. High Option, Standard Option, and Standard Part B Only Option plan members, may get covered emergency medical care (including ambulance) when you need it anywhere in the world (claim forms required). For more information, see the Medical Benefits Chart in Chapter 4 of this booklet.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be either covered by our plan or Original Medicare. If your emergency care is provided by out-of-network providers, we will try to arrange for network

providers to take over your care as soon as your medical condition and the circumstances allow and we may choose to move you to a hospital where Medical Group physicians are always on duty. Our plan will cover your post-stabilization care if the services are provided by network providers, authorized by our plan, or the care is covered out-of-area urgent care. Otherwise, your post-stabilization care will be covered by Original Medicare and you will have to pay Original Medicare cost-sharing for post-stabilization care.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care—thinking that your health is in serious danger—and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, we will cover your care as long as you reasonably thought your health was in serious danger.

However, after the doctor has said that it was not an emergency, we will cover additional care only if you go to a network provider to get the additional care. If you get additional care from an out-of-network provider after the doctor says it was not an emergency, you will normally have to pay Original Medicare's cost-sharing.

Section 3.2 Getting care when you have an urgent need for services

What are "urgently needed services"?

"Urgently needed services" are a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers, or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are in our service area when you have an urgent need for care?

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible, and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

We know that sometimes it's difficult to know what type of care you need. That's why we have telephone advice nurses available to assist you. Our advice nurses are registered nurses specially trained to help assess medical symptoms and provide advice over the phone, when medically appropriate. Whether you are calling for advice or to make an appointment, you can speak to an advice nurse. They can often answer questions about a minor concern, tell you what to do if a network facility is closed, or advise you about what to do next, including making a same-day urgent care appointment for you if it's medically appropriate.

To speak with an advice nurse or make an appointment, please refer to your **Provider Directory** for appointment and advice telephone numbers.

What if you are outside our service area when you have an urgent need for care?

When you are outside the service area and cannot get care from a network provider, we will cover urgently needed services that you get from any provider. The High Option, Standard

Option, and Standard Part B Only Option plans cover urgently needed services anywhere in the world. For both Basic plans, coverage is limited to the United States and its territories.

Section 3.3 Getting care during a disaster

If the governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from us.

Please visit the following website—kp.org—for information on how to obtain needed care during a disaster.

Generally, during a disaster, we will allow you to obtain care from out-of-network providers at in-network cost-sharing. If you cannot use a network pharmacy during a disaster, you may be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section 2.5, for more information.

SECTION 4. What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay our share of the cost for covered services

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services or drugs," for information about what to do.

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost

Our plan covers all medical services that are medically necessary, listed in the Medical Benefits Chart (this chart is in Chapter 4 of this booklet), and obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by Original Medicare or are not covered by our plan. Also you will be responsible for payment if you obtain a plan service that was, obtained out-of-network and was not authorized. You have the right to seek care from any provider that is qualified to treat Medicare members. However, Original Medicare pays your claims and you must pay your cost-sharing.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has more information about what to do if you want a coverage decision from us or

want to appeal a decision we have already made. You may also call Member Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service, unless the plan offers, as a covered supplemental benefit, coverage beyond Original Medicare's limits. Any amounts you pay after the benefit has been exhausted will not count toward the out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

SECTION 5. How are your medical services covered when you are in a "clinical research study"?

Section 5.1 What is a "clinical research study"?

A clinical research study (also called a "clinical trial") is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has not approved, you will be responsible for paying all costs for your participation in the study.

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study and you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do not need to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do not need to be part of our plan's network of providers.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

Here is why you need to tell us:

- We can let you know whether the clinical research study is Medicare-approved.
- We can tell you what services you will get from clinical research study providers instead of from our plan.

If you plan on participating in a clinical research study, contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 5.2 When you participate in a clinical research study, who pays for what?

Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

Original Medicare pays most of the cost of the covered services you receive as part of the study.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will not pay for the new item or service that the study is testing, unless Medicare would cover the item or service even if you were not in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

Do you want to know more?

You can get more information about joining a clinical research study by reading the publication "Medicare and Clinical Research Studies" on the Medicare website (<http://www.medicare.gov>). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution"

Section 6.1 What is a religious nonmedical health care institution?

A religious nonmedical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility care. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious nonmedical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (nonmedical health care services). Medicare will only pay for nonmedical health care services provided by religious nonmedical health care institutions.

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan?

To get care from a religious nonmedical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is "non-excepted."

- "Non-excepted" medical care or treatment is any medical care or treatment that is voluntary and not required by any federal, state, or local law.
- "Excepted" medical treatment is medical care or treatment that you get that is not voluntary or is required under federal, state, or local law.

To be covered by our plan, the care you get from a religious nonmedical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to nonreligious aspects of care.
- If you get services from this institution that are provided to you in your home, we will cover these services only if your condition would ordinarily meet the conditions for coverage of services given by home health agencies that are not religious nonmedical health care institutions.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
 - ◆ You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
 - ◆ – *and* – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

Note: Covered services are subject to the same limitations and cost-sharing required for services provided by network providers as described in Chapters 4 and 12.

SECTION 7. Rules for ownership of durable medical equipment

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment includes items such as oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a provider for use in the home. Certain items, such as prosthetics, are always owned by the member. In this section, we discuss other types of durable medical equipment that must be rented.

In Original Medicare, people who rent certain types of durable medical equipment own the equipment after paying copayments for the item for 13 months. As a member of our plan, however, you usually will not acquire ownership of rented durable medical equipment items no matter how many copayments you make for the item while a member of our plan. Under certain limited circumstances we will transfer ownership of the durable medical equipment item. Call Member Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

What happens to payments you have made for durable medical equipment if you switch to Original Medicare?

If you switch to Original Medicare after being a member of our plan and you did not acquire ownership of the durable medical equipment item while in our plan, you will have to make 13 new consecutive payments for the item while in Original Medicare in order to acquire ownership of the item. Your previous payments while in our plan do not count toward these 13 consecutive payments.

If you made payments for the durable medical equipment item under Original Medicare before you joined our plan, these previous Original Medicare payments also do not count toward the 13 consecutive payments. You will have to make 13 consecutive payments for the item under Original Medicare in order to acquire ownership. There are no exceptions to this case when you return to Original Medicare.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay)

SECTION 1. Understanding your out-of-pocket costs for covered services 43

Section 1.1 Types of out-of-pocket costs you may pay for your covered services 43

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?..... 43

Section 1.3 Our plan does not allow providers to "balance bill" you 44

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay 45

Section 2.1 Your medical benefits and costs as a member of our plan..... 45

SECTION 3. What services are not covered by our plan? 94

Section 3.1 Services we do *not* cover (exclusions) 94

SECTION 1. Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. It includes a Medical Benefits Chart that lists your covered services and shows how much you will pay for each covered service as a member of our plan. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services. In addition, please see Chapters 3, 11, and 12 for additional coverage information, including limitations (for example, coordination of benefits, durable medical equipment, home health care, skilled nursing facility care, and third party liability).

Also, be sure to read the Amendment titled "What You Need to Know – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices" for more information about your additional coverage.

Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- A "**copayment**" is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your copayments.)
- "**Coinsurance**" is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service, unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your coinsurance.)

Some people qualify for state Medicaid programs to help them pay their out-of-pocket costs for Medicare. These "Medicare Savings Programs" include the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), and Qualified Disabled & Working Individuals (QDWI) programs. If you are enrolled in one of these programs, you may still have to pay a copayment for the service, depending upon the rules in your state.

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?

There is a limit to how much you have to pay out-of-pocket each year for in-network medical services that are covered under Medicare Part A and Part B (see the Medical Benefits Chart in Section 2 below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of our plan, the most you will have to pay out-of-pocket for in-network covered Part A and Part B services in 2016 is **\$3,400** for High Option plan members, **\$5,500** for Standard Option or Standard Part B Only Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members. The amounts you pay for copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premiums and for your Part D prescription drugs do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk (*) in the Medical Benefits Chart.

If you reach the maximum out-of-pocket amount of **\$3,400** for High Option plan members, **\$5,500** for Standard Option or Standard Part B Only Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members, you will not have to pay any out-of-pocket costs for the rest of the year for in-network covered Part A and Part B services. However, you must continue to pay your plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 1.3 Our plan does not allow providers to "balance bill" you

As a member of our plan, an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don't pay certain provider charges. Here is how this protection works:

- If your cost-sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost-sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends upon which type of provider you see:
 - ◆ If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate (as determined in the contract between the provider and our plan).
 - ◆ If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
 - ◆ If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for nonparticipating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
- If you believe a provider has "balance billed" you, call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of our plan

The Medical Benefits Chart on the following pages lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare-covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) must be medically necessary. "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered by our plan. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
 - ◆ If you get Medicare-covered services from an out-of-network provider and we do not cover the services, Original Medicare will cover the services. For any services covered by Original Medicare instead of our plan, you must pay Original Medicare's cost-sharing amounts.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in our plan's network. This is called giving you a "referral." Chapter 3 provides more information about getting a referral and the situations when you do not need a referral.
- Some of the services listed in the Medical Benefits Chart are covered only if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from us. Covered services that need approval in advance are marked in the Medical Benefits Chart with a footnote (†). In addition, see Section 2.2 in this chapter and Chapter 3, Section 2.3, for more information about prior authorization, including other services that require prior authorization that are not listed in the Medical Benefits Chart.

Other important things to know about our coverage:

- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay more in our plan than you would in Original Medicare. For others, you pay less. (If you want to know more about the coverage and costs of Original Medicare, look in your **Medicare & You** 2016 handbook. View it online at <http://www.medicare.gov> or ask for a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.)

- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.

Sometimes Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2016, either Medicare or our plan will cover those services.

 You will see this apple next to the preventive services in the Medical Benefits Chart.

Note: The Medical Benefits Chart below describes the medical benefits of the following Kaiser Permanente Medicare Plus plans:

- **High Option.**
- **Standard Option.**
- **Standard Part B Only Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

Medical Benefits Chart

Services that are covered for you	What you must pay when you get these services
<p> Abdominal aortic aneurysm screening</p> <p>A one-time screening ultrasound for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for this preventive screening.</p>
<p>Ambulance services</p> <ul style="list-style-type: none"> • Covered ambulance services include fixed wing, rotary wing, and ground ambulance services to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by our plan. • †Nonemergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. 	<p>You pay the following per one-way trip, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Part B Only Option plan members. • \$375 for Basic Option or Basic Part B Only Option plan members.
<p> Annual routine physical exams for High Option and both Standard Option plans</p> <p>Routine physical exams are covered if the exam is medically appropriate preventive care in accord with generally accepted professional standards of practice. This exam is covered once every 12 months.</p> <ul style="list-style-type: none"> • Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>There is no coinsurance, copayment, or deductible for this preventive care for High Option, Standard Option, or Standard Part B Only Option plan members.</p>
<p> Annual wellness visit</p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Note: Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a "Welcome to Medicare" visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>	
<p> Bone mass measurement†</p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
<p> Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39. • One screening mammogram every 12 months for women age 40 and older. • Clinical breast exams once every 24 months. 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p>Cardiac rehabilitation services†</p> <p>Comprehensive programs for cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's referral. Our plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating well.</p>	
<p> Cardiovascular disease testing†</p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every five years (60 months).</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years.</p>
<p> Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical cancer or have had an abnormal Pap test and are of childbearing age: one Pap test every 12 months. 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>
<p>Chiropractic services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • We cover only manual manipulation of the spine to correct subluxation. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option, Standard Part B Only Option, Basic Option, or Basic Part B Only Option plan members.
<p> Colorectal cancer screening</p> <ul style="list-style-type: none"> • For people 50 and older, the following are covered: <ul style="list-style-type: none"> ◆ Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months. ◆ Fecal occult blood test, every 12 months. • For people at high risk of colorectal cancer, we cover a screening colonoscopy (or screening barium enema as an alternative) every 24 months. 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> For people not at high risk of colorectal cancer, we cover a screening colonoscopy every 10 years (120 months), but not within 48 months of a screening sigmoidoscopy. 	
<p>Dental services for High and both Standard plans*†</p> <ul style="list-style-type: none"> In general, preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are not covered by Original Medicare. However, for High Option, Standard Option, or Standard Part B Only Option plan members, we cover preventive and comprehensive dental care when provided by a participating dental provider as described at the end of this chart under "Dental benefits and fee schedule for High Option, Standard Option, or Standard Part B Only Option plan members" (please refer to that section for details about preventive and comprehensive dental coverage). Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Refer to "Dental benefits and fee schedule" at the end of the Medical Benefits Chart for cost-sharing information for High Option, Standard Option, or Standard Part B Only Option plan members.</p>
<ul style="list-style-type: none"> Accidental dental services: Prompt repair, but not replacement, of sound natural teeth within one year of the accident, when services begin within 60 days of the injury. Note: Injuries incurred while eating or chewing are not covered. <p>Limitations:</p> <ul style="list-style-type: none"> For Maryland or D.C. residents, Health Plan pays up to a \$2,000 maximum benefit per accident (this limit does not apply to residents of Virginia). Services must be provided by a plan provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$20 for High Option plan members. \$40 for Standard Option or Standard Part B Only Option plan members. \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Depression screening</p> <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>Covered items include, but are not limited to: wheelchairs, crutches, hospital bed, IV infusion pump, oxygen equipment, nebulizer, and walker.</p> <p>We cover all medically necessary durable medical equipment covered by Original Medicare. If our supplier in your area does not carry a particular brand or manufacturer, you may ask them if they can special order it for you. The most recent list of suppliers is available on our website at kp.org.</p> <p>You may also obtain any medically necessary durable medical equipment from any supplier that contracts with fee-for-service Medicare (Original Medicare). However, if our plan does not contract with this supplier, you will have to pay the cost-sharing under fee-for-service Medicare.</p>	
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <ul style="list-style-type: none"> • High Option, Standard Option, and Standard Part B Only Option plan members have worldwide emergency care coverage. • Basic Option and Basic Part B Only Option plan members have coverage while inside the United States and its territories. 	<p>\$75 per Emergency Department visit.</p> <p>This copayment does not apply if you are admitted directly to the hospital as an inpatient within 48 hours (it does apply if you are admitted as anything other than an inpatient; for example, it does apply if you are admitted for observation).</p> <p>†If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by our plan and your cost is the cost-sharing you would pay at a network hospital.</p>
<ul style="list-style-type: none"> • For High Option, Standard Option, and Standard Part B Only Option plan members, outpatient prescription drugs prescribed and provided outside the United States as part of covered emergency care are 	<ul style="list-style-type: none"> • For High Option, Standard Option, or Standard Part B Only Option plan members, you pay the following for outpatient

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>covered. These drugs are not covered under the Medicare Part D benefit and payments made for these drugs will not count toward your initial coverage limit or total out-of-pocket costs.</p>	<p>prescription drugs up to a 30-day supply:</p> <ul style="list-style-type: none"> ◆ Generic drug: \$33. ◆ Brand-name drug: \$95. <ul style="list-style-type: none"> ● Not covered for Basic Option or Basic Part B Only Option plan members.
<p> Health and wellness education programs for High and both Standard plans</p> <p>These are programs focused on clinical health conditions such as hypertension, cholesterol, asthma, and special diets. Programs are designed to enrich the health and lifestyles of members include weight management, fitness, and stress management classes at Kaiser Permanente medical centers. They include online recipes, information on a variety of health topics, a health encyclopedia, a drug encyclopedia, online health calculators which help members check their progress to better health, walking, and weight control programs. We offer healthy living seminars conducted by health care professionals, physical activity programs, and health fair activities including preventive care screenings and services that involve working with Kaiser Permanente representatives to complete and review total health assessments. Access to this information as well as online sign-up for classes available in your area can be found at kp.org/myhealth after selecting your region.</p>	<ul style="list-style-type: none"> ● No charge for High Option, Standard Option, or Standard Part B Only Option plan members. ● Not covered for Basic Option or Basic Part B Only Option plan members.
<p>Hearing services†</p> <ul style="list-style-type: none"> ● Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> ● \$20 for High Option plan members. ● \$40 for Standard Option or Standard Part B Only Option plan members. ● \$50 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p> HIV screening</p> <ul style="list-style-type: none"> • For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover one screening exam every 12 months. • For women who are pregnant, we cover up to three screening exams during a pregnancy. 	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered preventive HIV screening.</p>
<p>Home health agency care†</p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Part-time or intermittent skilled nursing and home health aide services. To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week. • Physical therapy, occupational therapy, and speech therapy. • Medical and social services. • Medical equipment and supplies. 	<p>No charge.</p> <p>Note: There is no cost -sharing for home health care services and items provided in accord with Medicare guidelines. However, the applicable cost-sharing listed elsewhere in this Medical Benefits Chart will apply if the item is covered under a different benefit; for example, durable medical equipment not provided by a home health agency.</p>
<p>Home infusion therapy</p> <p>We cover home infusion supplies and drugs if all of the following are true:</p> <ul style="list-style-type: none"> • Your prescription drug is on our Medicare Part D formulary. • We approved your prescription drug for home infusion therapy. • Your prescription is written by a network provider and filled at a network home-infusion pharmacy. 	<p>No charge.</p>
<p>Hospice care for members with Medicare Parts A and B</p>	<p>When you enroll in a Medicare-certified hospice program, your</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have six months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none">• Drugs for symptom control and pain relief.• Short-term respite care.• Home care. <p>*For hospice services and services that are covered by Medicare Part A or B and are related to your terminal prognosis: Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.</p> <p>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need nonemergency, non-urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network:</p> <ul style="list-style-type: none">• If you obtain the covered services from a network provider, you only pay the plan cost-sharing amount for in-network services.• *If you obtain the covered services from an out-of-network provider, you pay the cost-sharing under Fee-for-Service Medicare (Original Medicare). <p>For drugs that may be covered by our plan's Part D benefit: Drugs are never covered by both hospice and our plan at the same time. For more information, please see Chapter 5, Section 9.4, "What if you're in Medicare-certified hospice."</p> <p>Note: If you need nonhospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services. Getting your nonhospice care through</p>	<p>hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not our plan.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>our network providers will lower your share of the costs for the services.</p> <ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$35 for Basic Option plan members.
<p>Hospice care for members with Medicare Part B Only (Standard or Basic Part B Only plans)</p> <ul style="list-style-type: none"> • Our plan, rather than Original Medicare, covers hospice care for members who do not have Medicare Part A. Members must receive hospice services from network providers. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for Standard Part B Only Option plan members. • \$35 for Basic Part B Only Option plan members.
<p> Immunizations</p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> • Pneumonia vaccine. • Flu shots, once a year in the fall or winter. • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B. • Other vaccines if you are at risk and they meet Medicare Part B coverage rules. 	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We also cover some vaccines under our Part D prescription drug benefit.</p>	
<p>In addition, we cover the following routine immunization endorsed by the Centers for Disease Control and Prevention (CDC) that is not covered by Medicare Part B:</p> <ul style="list-style-type: none"> • Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under childhood immunizations). 	<p>No charge.</p>
<p>Infertility services for High Option and both Standard Option plan members †</p> <p>Medically necessary services only.</p> <ul style="list-style-type: none"> • Infertility services are not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Inpatient You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members. • \$675 for Standard Option or Standard Part B Only Option plan members. <p>Outpatient surgery You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Part B Only Option plan members. <p>Office visits You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Part B Only Option plan members.</p> <p>Related prescription drugs:</p> <ul style="list-style-type: none"> • 50% coinsurance.
<p>Inpatient hospital care†</p> <p>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>For High Option, Standard Option, or Standard Part B Only Option plan members, there is no limit to the number of medically necessary hospital days or services that are generally and customarily provided by acute care general hospitals.</p> <p>For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Regular nursing services. • Costs of special care units (such as intensive care or coronary care units). • Drugs and medications. • Lab tests. • X-rays and other radiology services. • Necessary surgical and medical supplies. • Use of appliances, such as wheelchairs. • Operating and recovery room costs. • Physical, occupational, and speech language therapy. • Inpatient substance abuse services for medical management of withdrawal symptoms associated with substance abuse (detoxification). 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>†If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would pay at a network hospital.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are at a distant location, you may choose to go locally or distant as long as the local transplant providers are willing to accept the Original Medicare rate. If we provide transplant services at a distant location (outside of the service area) and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Physician services. 	
<p>Note: To be an "inpatient," your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Inpatient mental health care†</p> <p>Covered services include mental health care services that require a hospital stay.</p> <ul style="list-style-type: none"> • We cover up to 190-days per lifetime for inpatient stays in a Medicare-certified psychiatric hospital. The number 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>of covered lifetime hospitalization days is reduced by the number of inpatient days for mental health treatment previously covered by Medicare in a psychiatric hospital.</p> <ul style="list-style-type: none"> • The 190-day limit does not apply to mental health stays in a psychiatric unit of a general hospital. • For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period. 	<p>subsequent covered hospital stays within the same benefit period).</p> <ul style="list-style-type: none"> • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Inpatient services covered during a noncovered inpatient stay†</p> <p>If you have exhausted your inpatient mental health or skilled nursing facility (SNF) benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient or SNF stay. However, in some cases, we will cover certain services you receive while you are in the hospital or SNF.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Physician services. • Physical therapy, speech therapy, and occupational therapy. • Radium, and isotope therapy, including technician materials and services 	<p>You pay the following for covered outpatient services and other items covered under Medicare Part B depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
Basic Option or Basic Part B Only Option plan members.	
<ul style="list-style-type: none"> • Diagnostic tests (like lab tests). • X-ray. 	No charge.
<ul style="list-style-type: none"> • Surgical dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	20% coinsurance.
<ul style="list-style-type: none"> • Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices. • Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes (including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition). 	20% coinsurance.
<p>Medical foods</p> <p>Coverage is provided for medical foods and modified food products.</p>	25% coinsurance.
<p> Medical nutrition therapy†</p> <p>This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor.</p> <p>We cover three hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare health plan, or Original Medicare), and two hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew his or her referral yearly if your treatment is needed into the next calendar year.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered medical nutrition therapy services.</p>
<p>Medicare Part B prescription drugs</p> <p>These drugs are covered under Part B of Original Medicare.</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services. • Certain oral anti-cancer drugs and anti-nausea drugs. • Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa). • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Drugs you take using durable medical equipment (such as nebulizers) that were authorized by our plan. • Clotting factors you give yourself by injection if you have hemophilia. • Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant. • Antigens. • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases. <p>Chapter 5 explains the Part D prescription drug benefit, including rules you must follow to have prescriptions covered. What you pay for your Part D prescription drugs through our plan is explained in Chapter 6.</p>	<p>For all other Medicare Part B prescription drugs, you pay the following, depending upon the plan in which you are enrolled and the type of pharmacy and drug:</p> <p>Network pharmacy located at a Kaiser Permanente facility or our mail order pharmacy up to a 30-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ♦ \$15 for High Option, Standard Option, or Standard Option Part B Only plan members. ♦ \$17 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ♦ \$42 for High Option, Standard Option, or

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Standard Option Part B Only plan members.</p> <ul style="list-style-type: none"> ◆ \$45 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy (an affiliated pharmacy) up to a 30-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$20 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$47 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$50 for Basic Option or Basic Part B Only Option plan members. <p>Mail-order pharmacy up to a 90-day supply</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$30 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$84 for High Option, Standard Option, or Standard Option Part B Only plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$90 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy up to a 90-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$45 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$51 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$126 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$135 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy up to a 90-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$60 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$102 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$141 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$150 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Morbid obesity†</p> <p>We cover diagnosis and treatment of morbid obesity that is recognized by the National Institutes of Health and is consistent with guidelines approved by the National Institutes of Health. BMI means a practical marker that is used to assess the degree of obesity and is calculated by dividing the weight in kilograms divided by height in meters squared.</p> <p>You must be at least 18 years of age or older and have either:</p> <ul style="list-style-type: none"> • A body mass index (BMI) of 50 or greater or • A BMI of 35 up to 49.9 when a combination of the following severe or life threatening conditions are also present: <ul style="list-style-type: none"> ◆ Sleep apnea. ◆ Diabetes. ◆ Degenerative joint disease of weight-bearing joints. ◆ Hypertension. ◆ Congestive heart failure and/or cardiomyopathy. ◆ Other severe or life threatening conditions directly related to obesity, when recommended by your plan provider. <p>Note: You will need to meet the above qualifications before your plan provider will refer you to our bariatric surgery program. This program may refer you to other plan providers to determine if you meet the additional criteria necessary for bariatric surgery, including nutritional, psychological, medical and social readiness for surgery. Final approval for surgical treatment will be required from the plan-designated physician.</p>	<p>Inpatient</p> <p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Part B Only Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Office visits</p> <p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Standard Option or Standard Part B Only Option plan members.</p> <ul style="list-style-type: none"> • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies†</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays. • Laboratory tests. • Electrocardiograms and electroencephalograms. • Blood – including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. <hr/> <ul style="list-style-type: none"> • Radiation (radium and isotope) therapy, including technician materials and supplies. 	<p>No charge.</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Option Part B Only plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$60 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Surgical supplies, such as dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Interventional radiology. • Other outpatient diagnostic tests. <ul style="list-style-type: none"> ♦ Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. 	<p>You pay the following per procedure, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option plan members. • \$100 for Standard Option or Standard Option Part B Only plan members. • 20% coinsurance for Basic Option or Basic Option Part B Only plan members.
<p>Outpatient hospital services†</p> <p>We cover medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery. 	<p>Emergency Department</p> <ul style="list-style-type: none"> • \$75 per visit. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • X-rays and other radiology services billed by the hospital. • Laboratory tests billed by the hospital. • Blood transfusion (administration). 	<p>No charge when received as part of the outpatient visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Certain drugs and biologicals that you can't give yourself. • 	
<ul style="list-style-type: none"> • Medical supplies such as splints and casts. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Certain screenings and preventive services. 	<p>No charge for preventive services that are covered at no cost under Original Medicare.</p>
<ul style="list-style-type: none"> • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it. 	<p>You pay the following per day, for partial hospitalization depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option or Standard Part B Only Option plan members. • \$55 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Dental anesthesia and related hospital or ambulatory facility charges are covered when provided in conjunction with dental care to a member who is: <ul style="list-style-type: none"> ◆ seven years of age or younger or is developmentally disabled; and ◆ an individual for whom a successful result cannot be expected from care provided under local anesthesia because of a physical, intellectual, or other medically compromising condition; and ◆ an individual for whom a superior result can be expected from dental care provided under general anesthesia; or ◆ an extremely uncooperative, fearful, or uncommunicative child who is 17 years of age or younger with dental needs of such magnitude that treatment should not be delayed or deferred; and ◆ an individual for whom lack of treatment can be expected to result in oral pain, infection, loss of teeth, or other increased oral or dental morbidity; or 	<p>Outpatient surgery</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Note: If the procedure results in a situation that requires hospitalization and you are admitted as an inpatient, the cost-sharing for inpatient care would also apply (see "Inpatient hospital care")</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>◆ an adult age 17 and older when the Member's medical condition (e.g., heart disease, hemophilia) requires that dental service be performed in a hospital or ambulatory surgical center for the safety of the member.</p> <hr/> <p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	<p>section in this Medical Benefits Chart for cost-sharing information).</p>
<p>Outpatient mental health care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option or Standard Part B Only Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient rehabilitation services†</p> <ul style="list-style-type: none"> • Covered services include: physical therapy, occupational therapy, and speech language therapy. • Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs). 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option, Standard Part B Only Option, Basic Option, or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Outpatient substance abuse services† Treatment for substance abuse is covered if medically necessary and reasonable for the patient's condition.</p>	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option or Standard Part B Only Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers†</p> <p>Note: If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p>Partial hospitalization services† "Partial hospitalization" is a structured program of active psychiatric treatment, provided in a hospital outpatient setting or by a community mental health center that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.</p> <p>Note: Because there are no community mental health centers in our network, we cover partial hospitalization only in a hospital outpatient setting.</p>	<p>You pay the following per day, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option or Standard Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$55 for Basic Option or Basic Part B Only Option plan members.
<p>Physician/practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location. • †Consultation, diagnosis, and treatment by a specialist. • †Basic hearing and balance exams performed by a PCP or specialist, if your doctor orders it to see if you need medical treatment. • Second opinion by another network provider prior to surgery. • †Nonroutine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician). • †Family planning and consultation services. • Allergy consultations and evaluations†. • †Allergy testing and treatment. • †Allergy injections. • House calls. • Postpartum care. • †Prenatal care. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Allergy serum. • For High Option and both Standard Option plans, interactive video visits for professional services when care can be provided in this format as determined by a plan provider. • For High Option and both Standard Option plans, scheduled telephone appointment visits for professional 	<p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>services when care can be provided in this format as determined by a plan provider.</p> <ul style="list-style-type: none"> ◆ Interactive video and scheduled telephone appointment visits are not covered for Basic Option or Basic Part B Only Option plan members 	
<p>Podiatry services[†]</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). • Routine foot care for members with certain medical conditions affecting the lower limbs. 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam. • Prostate Specific Antigen (PSA) test. 	<p>There is no coinsurance, copayment, or deductible for an annual digital rectal exam or PSA test.</p>

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Prosthetic devices and related supplies† Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to: colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery (see "Vision care" later in this section for more detail).</p>	<ul style="list-style-type: none"> • 20% coinsurance for external prosthetic or orthotic devices and supplies, including wound care supplies. • No charge for surgically implanted internal devices.
<p>Pulmonary rehabilitation services Comprehensive programs for pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Screening and counseling to reduce alcohol misuse We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent. If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to two individual 20- to 30-minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>	<p>counseling to prevent STIs preventive benefit.</p>
<p>Services to treat kidney disease and conditions†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments). • Home dialysis equipment and supplies. • Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply). 	<p>No charge.</p>
<ul style="list-style-type: none"> • Outpatient dialysis treatments. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option, Standard Option, or Standard Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care). <p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B drugs, please go to the section called "Medicare Part B prescription drugs."</p>	<ul style="list-style-type: none"> • \$30 for Basic Option or Basic Part B Only Option plan members. <p>No additional charge for services received during a hospital stay. Refer to the "Inpatient hospital care" section of this Medical Benefits Chart for the cost-sharing applicable to inpatient stays.</p>
<p>Skilled nursing facility (SNF) care† (For a definition of "skilled nursing facility care," see Chapter 12 of this booklet. Skilled nursing facilities are sometimes called "SNFs.")</p> <p>We cover up to 100 days per benefit period of skilled inpatient services in a skilled nursing facility in accord with Medicare guidelines (a prior hospital stay is not required).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Skilled nursing services. • Physical therapy, occupational therapy, and speech therapy. • Drugs administered to you as part of your plan of care (this includes substances that are naturally present in the body, such as blood clotting factors). • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for days 1–20 for all plans. • \$110 per day, for days 21–100 for High Option plan members. • \$150 per day, for days 21–100 for Standard Option or Standard Part B Only Option plan members. • \$160 per day, for days 21–100 for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>someone else. All other components of blood are covered beginning with the first pint used.</p> <ul style="list-style-type: none"> • Medical and surgical supplies ordinarily provided by SNFs. • Laboratory tests ordinarily provided by SNFs. • X-rays and other radiology services ordinarily provided by SNFs. • Use of appliances such as wheelchairs ordinarily provided by SNFs. • Physician/practitioner services. 	<p>sharing will continue until the benefit period ends.</p>
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</p> <p>If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost-sharing. Each counseling attempt includes up to four face-to-face visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p>Urgently needed services</p> <p>Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <ul style="list-style-type: none"> • Inside our service area: You must obtain urgent care from network providers, unless our provider network is temporarily unavailable or inaccessible due to an unusual and extraordinary circumstance (for example, major disaster). 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$65 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Outside our service area: You have urgent care coverage when you travel if you need medical attention right away for an unforeseen illness or injury and you reasonably believed that your health would seriously deteriorate if you delayed treatment until you returned to our service area. • High Option, Standard Option, and Standard Part B Only Option plan members have worldwide urgent care coverage. • Basic Option and Basic Part B Only Option plan members have urgent care coverage while inside the United States and its territories. <p>See Chapter 3, Section 3, for more information.</p>	<p>Emergency Department \$75 per Emergency Department visit.</p>
<p>Vision care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. However, for High Option and both Standard Option plans, we cover routine eye exams (eye refraction exams) to determine the need for vision correction and to provide a prescription for eyeglass lenses. <ul style="list-style-type: none"> ◆ (Routine eye exams are not covered under either Basic plan.) 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • 🍏 For people who are at high risk of glaucoma, such as people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older: glaucoma screening once per year. 	<p>No charge.</p>
<ul style="list-style-type: none"> • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) 	<p>20% coinsurance.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Corrective lenses/frames (and replacements) needed after a cataract removal without a lens implant. <p>Note: Members may request insertion of presbyopia-correcting intraocular lenses (IOLs) in place of a conventional IOL following cataract surgery. The member is responsible for payment of that portion of the charge for the IOL and associated services that exceed the charge for insertion of a conventional IOL following cataract surgery.</p>	
<p>*Additional eyewear benefits for High Option, Standard Option, or Standard Part B Only Option members:</p> <ul style="list-style-type: none"> • Eyeglass lenses: Regular eyeglass lenses, including add-ons. Regular eyeglass lenses are any lenses with a refractive value or a balance lens if only one eye needs correction. • Eyeglass frames: Eyeglass frames, including the mounting of eyeglass lenses in the frame, original fitting of the frames, and subsequent adjustment. 	<ul style="list-style-type: none"> • 75% of Plan Charges per calendar year for High Option, Standard Option, or Standard Part B Only Option members. • Not covered for Basic Option or Basic Option B Only plan members.
<ul style="list-style-type: none"> • Contact lenses: Coverage for the initial purchase of contact lenses only for the first time you are examined for contact lenses at a Kaiser Permanente facility. This discount includes: Fitting of contact lenses, initial pair of lenses, training for the insertion and removal of contact lens, and three months of follow-up visits. 	<ul style="list-style-type: none"> • 85% of Plan Charges per calendar year for High Option, Standard Option, or Standard Part B Only Option members. • Not covered for Basic Option or Basic Option B Only plan members.
<p> "Welcome to Medicare" preventive visit</p> <p>Our plan covers the one-time "Welcome to Medicare" preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p>Important: We cover the "Welcome to Medicare" preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" preventive visit.</p>	<p>There is no coinsurance, copayment, or deductible for the "Welcome to Medicare" preventive visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
Note: Refer to Chapter 1 (Section 7) and Chapter 11 for information about coordination of benefits that applies to all covered services described in this Medical Benefits Chart.	
Dental benefits and fee schedule for High Option, Standard Option, or Standard Part B Only Option plan members*†	
Note: Dental benefits are not covered for Basic Option or Basic Option B Only plan members.	
General terms and conditions	
<ul style="list-style-type: none">• Subject to the terms, conditions, limitations, and exclusions specified in this Kaiser Permanente Medicare Plus Evidence of Coverage including Chapter 12, "Definitions of Important Words," you may receive Covered Dental Services from Participating Dental Providers.• Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. has entered into an Agreement with Dental Administrator to provide Covered Dental Services through Participating Dental Providers.• Only the dental procedures listed in the dental fee schedule below are covered dental services. When you receive any of the listed procedures from a Participating Dental Provider, you will pay the fee listed for that service. The Participating Dental Provider has agreed to accept that fee as payment in full for that procedure. Neither Kaiser Permanente nor Dental Administrator is liable for payment of these fees or for any fees incurred as the result of receipt of a non-Covered Dental Service.• You will receive a list of Participating Dental Providers from the Health Plan or Dental Administrator. You should select a Participating Dental Provider "general dentist" from whom you and your family members will receive Covered Preventive Dental Services and other Covered Dental Services. Family members may use different Participating Dental Providers. Specialty care is also available should that be required; however, you must be referred to a Participating Dental Provider specialist by your general dentist. Your fees are usually higher for care received by a specialist. Please refer to the attached dental fee schedule for those discounted fees.• You may obtain a list of Participating Dental Providers by contacting Dental Administrator or our Member Services Department at the following numbers:<ul style="list-style-type: none">◆ Within the Washington, D.C. Metropolitan Service Area: 1-888-777-5536. Seven days a week, 8 a.m. to 8 p.m.◆ Outside the Washington, D.C. Metropolitan Service Area: (toll free) 1-888-777-5536. TTY users call 711.• Dental Administrator (DOMINION Dental Services USA, Inc.): Health Plan has entered into an agreement with DOMINION Dental Services USA, Inc. to provide Covered Dental Services as described in this section. For assistance concerning dental coverage questions, or for help finding a Participating Dental Provider, DOMINION Member Services specialists are available Monday through Friday from 7:30 a.m. to 6:00 p.m., or you may call the following numbers:	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> ◆ Within the Washington, D.C. Metropolitan Service Area: 703-518-5338. ◆ Outside the Washington, D.C. Metropolitan Service Area (toll free): 1-888-518-5338. ◆ TTY users call 1-800-688-4889. Hearing impaired members may also use the Internet at www.IP-RELAY.com ● DOMINION's Integrated Voice Response System is available 24 hours a day for information about Participating Dental Providers in your area, or to help you select a Participating Dental Provider. The most up-to-date list of Participating Dental Providers can be found at the following website: www.dominiondental.com/Kaiserdentists ● DOMINION also provides many other secure features online at www.dominiondental.com. 	
<p>Dental emergencies outside the service area*</p> <p>When a dental emergency occurs outside the service area, Dental Administrator will reimburse you for the reasonable charges for Covered Dental Services that may be provided, less any discounted fee, upon proof of payment, not to exceed \$50 per incident. Coverage is provided for emergency dental treatment as may be required to alleviate pain, bleeding, or swelling. You must receive all post-emergency care from a Participating Dental Provider.</p>	
<p>Discounted schedule of fees \$30 preventive plan</p> <p>Procedures not shown in this list are not covered. Refer to the description of your dental benefit for a complete description of the terms and conditions of your covered benefit.</p> <p>Fees quoted in the "You pay to Dentist" column apply only when performed by a participating general dentist. If specialty care is required, your general dentist must refer you to a participating specialist.</p> <p>FC \$30: You pay a combined fixed copayment of \$30 for any visit during which one or more of the following procedures are performed: (a) an oral exam (D0120, D0140, D0150, D0170 or D0180); (b) X-rays (D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0273, D0274, D0277, D0340 or D0350); (c) a pulp vitality test (D0460); (d) a diagnostic cast (D0470); (e) a routine cleaning (D1110); (f) fluoride application (D1206 or D1208); or (g) you are given oral hygiene instructions (D1310, D1320 or D1330). You pay a separate fee for any other procedure performed.</p> <p>Coverage for periodic oral exams, prophylaxes (cleanings) and fluoride applications is limited to two times per plan year.</p>	

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
Diagnostic Services			

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D0120	Periodic oral evaluation	FC \$30	Not covered
D0140	Limited oral evaluation - problem focused	FC \$30	Not covered
D0150	Comprehensive oral evaluation - new or established patient	FC \$30	Not covered
D0170	Re-evaluation - limited, problem focused	FC \$30	Not covered
D0180	Comprehensive periodontal evaluation - new or established patient - not in conjunction with D0150 and limited to once per 18 months	FC \$30	Not covered
D0210	Intraoral - complete series (including bitewings)	\$54	\$69
D0220	Intraoral - periapical first film	FC \$30	\$14
D0230	Intraoral - periapical each additional film	FC \$30	\$11
D0240	Intraoral - occlusal film	FC \$30	\$21
D0250	Extraoral - first film	FC \$30	\$26
D0260	Extraoral - each additional film	FC \$30	\$22
D0270	Bitewing - single film	FC \$30	\$14
D0272	Bitewings - two films	FC \$30	\$21
D0273	Bitewings - three films	FC \$30	\$28
D0274	Bitewings - four films	FC \$30	\$31
D0277	Vertical bitewings - 7 to 8 films	FC \$30	\$47
D0330	Panoramic film	\$43	\$55
D0340	Cephalometric film	FC \$30	\$55
D0350	Oral/facial photographic images	FC \$30	\$29
D0460	Pulp vitality tests	FC \$30	\$35
D0470	Diagnostic casts (not in conjunction with Orthodontics)	FC \$30	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
Preventive Services			
D1110	Prophylaxis (cleaning) - adult	FC \$30	Not covered
D1110*	Additional cleaning – beyond benefit limitation	\$40	\$40
D1206	Topical fluoride varnish for moderate/high risk caries patients	FC \$30	Not covered
D1208	Topical application of fluoride	FC\$30	Not covered
D1310	Nutritional counseling for control of dental disease	FC \$30	Not covered
D1320	Tobacco counseling for control and prev. of oral disease	FC \$30	Not covered
D1330	Oral hygiene instructions	FC \$30	Not covered
D1352	Prev resin rest. mod/high caries risk – perm. tooth	\$30	Not covered
Restorative Services			
D2140	Amalgam - one surface, primary or permanent	\$68	Not covered
D2150	Amalgam - two surfaces, primary or permanent	\$88	Not covered
D2160	Amalgam - three surfaces, primary or permanent	\$105	Not covered
D2161	Amalgam - four or more surfaces, primary or permanent	\$126	Not covered
D2330	Resin-based composite - one surface, anterior	\$83	Not covered
D2331	Resin-based composite - two surfaces, anterior	\$105	Not covered
D2332	Resin-based composite - three surfaces, anterior	\$129	Not covered
D2335	Resin-based composite - four or more surfaces or involving incisal angle (anterior)	\$163	Not covered
D2390	Resin-based composite crown, anterior	\$216	Not covered
D2391	Resin-based composite - one surface, posterior	\$108	Not covered
D2392	Resin-based composite - two surfaces, posterior	\$143	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2393	Resin-based composite - three surfaces, posterior	\$179	Not covered
D2394	Resin-based composite - four or more surfaces, posterior	\$204	Not covered
D2510	Inlay - metallic - one surface	\$493	Not covered
D2520	Inlay - metallic - two surfaces	\$556	Not covered
D2530	Inlay - metallic - three or more surfaces	\$604	Not covered
D2542	Onlay – metallic - two surfaces	\$641	Not covered
D2543	Onlay – metallic - three surfaces	\$653	Not covered
D2544	Dental onlay metl 4/more surfaces	\$657	Not covered
D2610	Inlay - porcelain/ceramic - one surface	\$541	Not covered
D2620	Inlay - porcelain/ceramic - two surfaces	\$576	Not covered
D2630	Inlay - porcelain/ceramic - three or more surfaces	\$665	Not covered
D2642	Onlay - porcelain/ceramic - two surfaces	\$616	Not covered
D2643	Onlay - porcelain/ceramic - three surfaces	\$666	Not covered
D2644	Dental onlay porc 4/more surfaces	\$710	Not covered
D2650	Inlay - resin-based composite - one surface	\$498	Not covered
D2651	Inlay - resin-based composite - two surfaces	\$538	Not covered
D2652	Inlay - resin-based composite - three or more surfaces	\$699	Not covered
D2662	Onlay - resin-based composite - two surfaces	\$568	Not covered
D2663	Onlay - resin-based composite - three surfaces	\$699	Not covered
D2664	Onlay - resin-based composite - ≥ 4 surfaces	\$662	Not covered
D2710	Crown - resin (indirect)	\$277	Not covered
D2712	Crown 3/4 resin-based composite (exclusive of veneers)	\$255	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2720	Crown - resin with high noble metal	\$675	Not covered
D2721	Crown - resin with predominantly base metal	\$601	Not covered
D2722	Crown - resin with noble metal	\$628	Not covered
D2740	Crown - porcelain/ceramic substrate	\$741	Not covered
D2750	Crown - porcelain fused to high noble metal	\$755	Not covered
D2751	Crown - porcelain fused to predominantly base metal	\$653	Not covered
D2752	Crown - porcelain fused to noble metal	\$679	Not covered
D2780	Crown - 3/4 cast high noble metal	\$724	Not covered
D2781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D2782	Crown - 3/4 cast noble metal	\$611	Not covered
D2783	Crown - 3/4 porcelain/ceramic	\$628	Not covered
D2790	Crown - full cast high noble metal	\$675	Not covered
D2791	Crown - full cast predominantly base metal	\$601	Not covered
D2792	Crown - full cast noble metal	\$628	Not covered
D2794	Crown - titanium	\$679	Not covered
D2910	Recement inlay	\$68	Not covered
D2920	Recement crown	\$68	Not covered
D2932	Prefabricated resin crown	\$254	Not covered
D2940	Sedative filling	\$77	Not covered
D2950	Core buildup, including any pins	\$172	Not covered
D2951	Pin retention - per tooth, in addition to restoration	\$40	Not covered
D2952	Cast post and core in addition to crown	\$252	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2954	Prefabricated post and core in addition to crown	\$224	Not covered
D2955	Post removal (not in conj. with endo. therapy)	\$194	Not covered
D2970	Temporary crown (fractured tooth)	\$188	Not covered
D2980	Crown repair, by report	\$138	Not covered
Endodontic Services			
D3110	Pulp cap - direct (excluding final restoration)	\$47	Not covered
D3120	Pulp cap - indirect (excluding final restoration)	\$47	Not covered
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	\$104	\$122
D3221	Pulpal debridement, prim. and perm. teeth	\$126	Not covered
D3310	Anterior (excluding final restoration)	\$439	\$505
D3320	Bicuspid (excluding final restoration)	\$525	\$604
D3330	Molar (excluding final restoration)	\$687	\$789
D3333	Internal root repair of perforation defects	Not covered	\$225
D3346	Retreatment of previous root canal therapy - anterior	Not covered	\$609
D3347	Retreatment of previous root canal therapy - bicuspid	Not covered	\$812
D3348	Retreatment of previous root canal therapy - molar	Not covered	\$1,047
D3410	Apicoectomy/periradicular surgery - anterior	\$422	\$524
D3421	Apicoectomy/periradicular surgery - bicuspid (first root)	\$471	\$655
D3425	Apicoectomy/periradicular surgery - molar (first root)	\$518	\$687
D3426	Apicoectomy/periradicular surgery (each additional root)	\$314	\$371
D3427	Periradicular surg. w/o apicoectomy	\$402	\$504

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D3430	Retrograde filling - per root	\$118	\$295
D3450	Root amputation - per root	\$205	\$330
D3920	Hemisection (including any root removal), not including root canal therapy	\$258	\$305
D3950	Canal prep/fitting of preformed dowel or post	\$154	\$216
Periodontic Services			
D4210	Gingivectomy or gingivoplasty - four or more contiguous teeth per quadrant	\$372	\$439
D4211	Gingivectomy or gingivoplasty - one to three teeth, per quadrant	\$161	\$190
D4240	Gingival flap procedure, including root planing - four or more contiguous teeth	\$479	\$566
D4241	Gingival flap procedure, including root planing - one to three teeth, per quadrant	\$121	\$239
D4260	Osseous surgery (including flap entry and closure) - four or more per quadrant	\$709	\$836
D4261	Osseous surgery (including flap entry and closure) - one to three teeth, per quadrant	\$452	\$534
D4268	Surgical revision procedure, per tooth	\$389	\$562
D4274	Distal or proximal wedge procedure	\$329	\$466
D4341	Periodontal scaling and root planing - four or more contiguous teeth or bounded teeth spaces per quadrant	\$137	\$194
D4342	Periodontal scaling and root planing - one to three teeth, per quadrant	\$99	\$117
D4355	Full mouth debridement to enable comprehensive evaluation and diagnosis	\$121	\$175
D4381	Localized delivery of chemotherapeutic agents	\$33	\$44

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D4910	Periodontal maintenance	\$83	\$110
Prosthetics - Removable			
D5110	Complete denture - maxillary	\$845	Not covered
D5120	Complete denture - mandibular	\$845	Not covered
D5130	Immediate denture - maxillary	\$910	Not covered
D5140	Immediate denture - mandibular	\$910	Not covered
D5211	Maxillary partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5212	Mandibular partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5225	Maxillary partial denture	\$904	Not covered
D5226	Mandibular partial denture	\$1,004	Not covered
D5281	Removable unilateral partial denture - one piece cast metal (including clasps and teeth)	\$510	Not covered
D5410	Adjust complete denture - maxillary	\$79	Not covered
D5411	Adjust complete denture - mandibular	\$79	Not covered
D5421	Adjust partial denture - maxillary	\$79	Not covered
D5422	Adjust partial denture - mandibular	\$79	Not covered
D5510	Repair broken complete denture base	\$101	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D5520	Replace missing or broken teeth - complete denture (each tooth)	\$77	Not covered
D5610	Repair resin denture base	\$102	Not covered
D5620	Repair cast framework	\$147	Not covered
D5630	Repair or replace broken clasp	\$139	Not covered
D5640	Replace broken teeth - per tooth	\$88	Not covered
D5650	Add tooth to existing partial denture	\$131	Not covered
D5660	Add clasp to existing partial denture	\$160	Not covered
D5670	Replace all teeth and acrylic on cast metal framework (maxillary)	\$559	Not covered
D5671	Replace all teeth and acrylic on cast metal framework (mandibular)	\$559	Not covered
D5710	Rebase complete maxillary denture	\$344	Not covered
D5711	Rebase complete mandibular denture	\$331	Not covered
D5720	Rebase maxillary partial denture	\$265	Not covered
D5721	Rebase mandibular partial denture	\$265	Not covered
D5730	Reline complete maxillary denture (chairside)	\$214	Not covered
D5731	Reline complete mandibular denture (chairside)	\$215	Not covered
D5740	Reline maxillary partial denture (chairside)	\$212	Not covered
D5741	Reline mandibular partial denture (chairside)	\$212	Not covered
D5750	Reline complete maxillary denture (laboratory)	\$260	Not covered
D5751	Reline complete mandibular denture (laboratory)	\$258	Not covered
D5760	Reline maxillary partial denture (laboratory)	\$250	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D5761	Reline mandibular partial denture (laboratory)	\$249	Not covered
D5810	Interim complete denture (maxillary)	\$549	Not covered
D5811	Interim complete denture (mandibular)	\$400	Not covered
D5820	Interim partial denture (maxillary)	\$424	Not covered
D5821	Interim partial denture (mandibular)	\$429	Not covered
D5850	Tissue conditioning, maxillary	\$120	Not covered
D5851	Tissue conditioning, mandibular	\$121	Not covered
Prosthetics - Fixed			
D6000- D6199	ALL IMPLANT SERVICES - 15% DISCOUNT (incl. D0360-D0363 cone beam imaging w/ implants)		
D6210	Pontic - cast high noble metal	\$610	Not covered
D6211	Pontic - cast predominantly base metal	\$624	Not covered
D6212	Pontic - cast noble metal	\$586	Not covered
D6214	Pontic - titanium	\$571	Not covered
D6240	Pontic - porcelain fused to high noble metal	\$755	Not covered
D6241	Pontic - porcelain fused to predominantly base metal	\$653	Not covered
D6242	Pontic - porcelain fused to noble metal	\$679	Not covered
D6245	Pontic – porcelain/ceramic	\$741	Not covered
D6250	Pontic - resin with high noble metal	\$745	Not covered
D6251	Pontic - resin with predominantly base metal	\$707	Not covered
D6252	Pontic - resin with noble metal	\$717	Not covered
D6545	Retainer - cast metal for resin bonded fixed prosthesis	\$270	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D6548	Retainer. - porcelain/ceramic for resin bonded fixed prosthesis	\$481	Not covered
D6600	Inlay - porcelain/ceramic, two surfaces	\$400	Not covered
D6601	Inlay - porcelain/ceramic, ≥ 3 surfaces	\$426	Not covered
D6602	Inlay - cast high noble metal, two surfaces	\$422	Not covered
D6603	Inlay - cast high noble metal, three or more surfaces	\$468	Not covered
D6604	Inlay - cast predominantly base metal, two surfaces	\$422	Not covered
D6605	Inlay - cast predominantly base metal, three or more surfaces	\$404	Not covered
D6606	Inlay - cast noble metal, two surfaces	\$384	Not covered
D6607	Inlay - cast noble metal, three or more surfaces	\$426	Not covered
D6608	Onlay -porcelain./ceramic, two surfaces	\$437	Not covered
D6609	Onlay - porcelain./ceramic, three or more surfaces	\$458	Not covered
D6610	Onlay - cast high noble metal, two surfaces	\$501	Not covered
D6611	Onlay cast high noble metal ≥ 3 surfaces	\$548	Not covered
D6612	Onlay - cast predominantly base metal, two surfaces	\$431	Not covered
D6613	Onlay - cast predominantly base metal, three or more surfaces	\$478	Not covered
D6614	Onlay - cast noble metal, two surfaces	\$454	Not covered
D6615	Onlay cast noble metal ≥ 3 surfaces	\$501	Not covered
D6624	Inlay - titanium	\$468	Not covered
D6634	Onlay - titanium	\$548	Not covered
D6720	Crown - resin with high noble metal	\$747	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D6721	Crown - resin with predominantly base metal	\$666	Not covered
D6722	Crown - resin with noble metal	\$696	Not covered
D6740	Crown – Porcelain/ceramic	\$741	Not covered
D6750	Crown - porcelain fused to high noble metal	\$639	Not covered
D6751	Crown - porcelain fused to predominantly base metal	\$571	Not covered
D6752	Crown - porcelain fused to noble metal	\$599	Not covered
D6780	Crown - 3/4 cast high noble metal	\$724	Not covered
D6781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D6782	Crown - 3/4 cast noble metal	\$578	Not covered
D6783	Crown - 3/4 porc./ceramic	\$808	Not covered
D6790	Crown - full cast high noble metal	\$675	Not covered
D6791	Crown - full cast predominantly base metal	\$601	Not covered
D6792	Crown - full cast noble metal	\$628	Not covered
D6794	Crown - titanium	\$679	Not covered
D6930	Recement fixed partial denture	\$88	Not covered
D6940	Stress breaker	\$205	Not covered
D6975	Coping - metal	\$431	Not covered
D6980	Fixed partial denture repair, by report	\$206	Not covered
Oral Surgery			
D7111	Coronal remnants - deciduous tooth	\$72	\$85
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	\$83	\$97

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D7210	Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth	\$149	\$176
D7220	Removal of impacted tooth - soft tissue	\$183	\$216
D7230	Removal of impacted tooth - partially bony	\$250	\$295
D7240	Removal of impacted tooth - completely bony	\$295	\$347
D7241	Removal of impacted tooth - completely bony, with unusual surg. complications	\$363	\$429
D7250	Surgical removal of residual tooth roots (cutting procedure)	\$167	\$199
D7270	Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	\$279	\$330
D7280	Surgical access of an unerupted tooth	\$312	\$369
D7282	Mobiliz. of erupted or malpos. tooth-aid erup	\$96	\$210
D7285	Biopsy of oral tissue - hard (bone, tooth)	\$196	\$231
D7286	Biopsy of oral tissue - soft (all others)	\$184	\$216
D7291	Transseptal fiberotomy/supra crestal fiberotomy, by report	\$142	\$169
D7310	Alveoloplasty in conjunction with extractions - per quadrant	\$150	\$177
D7311	Alveoloplasty in conjunction with extractions	\$130	\$154
D7320	Alveoloplasty not in conjunction with extractions – per quadrant	\$193	\$227
D7321	Alveoloplasty not in conjunction with extractions	\$40	\$84
D7471	Removal of lateral exostosis	\$314	\$370
D7472	Removal of torus palatinus	\$263	\$311
D7473	Removal of torus mandibularis	\$271	\$320

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D7485	Surgical reduction of osseous tuberosity	\$297	\$351
D7510	Incision and drainage of abscess - intraoral soft tissue	\$108	\$127
D7511	Incision and drainage of abscess - intraoral	\$226	\$260
D7910	Suture of recent small wounds up to 5 cm	\$246	\$290
D7960	Frenulectomy (frenectomy or frenotomy) - separate procedure	\$226	\$314
D7963	Frenuloplasty	\$99	\$245
D7970	Excision of hyperplastic tissue - per arch	\$456	\$539
D7971	Excision of pericoronal gingiva	\$225	\$265
D7972	Surgical reduction of fibrous tuberosity	\$78	\$185
Orthodontics			
D8090	Comprehensive orthodontic treatment of the adult dentition	Not covered	\$3,658
D8660	Pre-orthodontic treatment visit	Not covered	\$413
D8670	Periodic orthodontic treatment visit (as part of contract)	Not covered	\$118
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	Not covered	\$516
Additional Procedures			
D9110	Palliative (emergency) treatment of dental pain - minor procedure	\$30	\$75
D9210	Local anesthesia not in conjunction with operative or surgical procedures	\$0	Not covered
D9211	Regional block anesthesia	\$0	Not covered
D9212	Trigeminal division block anesthesia	\$0	Not covered
D9215	Local anesthesia	\$0	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D9220	Deep sedation/general anesth - first 30 minutes	\$80	\$277
D9221	Deep sedation/general anesth - each addtl. 15 minutes	\$40	\$100
D9230	Analgesia, anxiolysis, inhalation of nitrous oxide	\$36	\$41
D9241	Intrav conscious sed./analgesia - first 30 minutes	\$121	\$272
D9242	Intrav conscious sed./analgesia - each addtl. 15 minutes	\$0	\$85
D9310	Consultation (diagnostic service provided by dentist or physician other than practitioner providing treatment)	\$59	\$96
D9439	Office visit - Not including an FC30 visit	\$10	\$10
D9440	Office visit - after regularly scheduled hours	\$27	\$111
D9910	Application of desensitizing medicament	\$30	\$60
D9930	Treatment of complications (post-surgical)	\$48	\$48
D9940	Occlusal guard, by report	\$338	\$519
D9950	Occlusion analysis - mounted case	\$169	\$169
D9951	Occlusal adjustment - limited	\$88	\$115
D9952	Occlusal adjustment - complete	\$372	\$597
D9990	Broken office appointment	\$50	\$50

SECTION 3. What services are not covered by our plan?

Section 3.1 Services we do *not* cover (exclusions)

This section tells you what services are "excluded" from Medicare coverage and, therefore, are not covered by this plan. If a service is "excluded," it means that we don't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception is we will pay if a service in the chart below is found upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 9, Section 5.3, in this booklet.)

All exclusions or limitations on services are described in the Medical Benefits Chart or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare.	√	
Experimental medical and surgical procedures, equipment and medications. <ul style="list-style-type: none"> • Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community. 		√ May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital.		√ Covered only when medically necessary.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	√	
Full-time nursing care in your home.	√	
Custodial care is care provided in a nursing home, hospice, or other facility setting when you	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
do not require skilled medical care or skilled nursing care. <ul style="list-style-type: none"> • Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing. 		
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	√	
Fees charged by your immediate relatives or members of your household.	√	
Cosmetic surgery or procedures.		√ Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member. Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
Routine dental care, such as cleanings, fillings, or dentures for Basic Option or Basic Part B Only Option plan members.	√	
Nonroutine dental care for Basic Option or Basic Part B Only Option plan members.		√ Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
Routine chiropractic care.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		Manual manipulation of the spine to correct a subluxation is covered.
Routine foot care.		<p style="text-align: center;">√</p> Some limited coverage provided according to Medicare guidelines, for example, if you have diabetes.
Orthopedic shoes.		<p style="text-align: center;">√</p> If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease.
Supportive devices for the feet.		<p style="text-align: center;">√</p> Orthopedic or therapeutic shoes for people with diabetic foot disease.
Routine hearing exams.	√	
Hearing aids or exams to fit hearing aids.		<p style="text-align: center;">√</p> This exclusion does not apply to cochlear implants and osseointegrated external hearing devices covered by Medicare.
Routine eye exams, eyeglasses, and contact lenses for Basic Option or Basic Part B Only Option plan members.		<p style="text-align: center;">√</p> Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery.
Radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids.	√	
Reversal of sterilization procedures and non-prescription contraceptive supplies.	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Infertility services for Basic Option and Basic Part B Only Option plan members.	√	
Cost of donor semen and donor eggs, storage and freezing of eggs. Services other than artificial insemination, related to conception by artificial means, including but not limited to, in vitro fertilization, ovum transplants, gamete intrafallopian transfer, zygote intrafallopian transfer and prescription drugs related to such services. Services to reverse involuntary, surgically induced infertility.	√	
Acupuncture.	√	
Naturopath services (uses natural or alternative treatments).	√	
Care in a licensed intermediate care facility.	√	
Comfort, convenience, or luxury equipment or features.	√	
Private duty nurse.	√	
Meals delivered to your home.	√	
Outpatient oral nutrition, such as dietary supplements, herbal supplements, weight loss aids, formulas and food.		√ This exclusion does not apply to medical food and modified food products as described in "Medical foods" in the Medical Benefits Chart.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging, and mental performance).		<p style="text-align: center;">√</p> Covered if medically necessary and covered under Original Medicare.
Services provided to veterans in Veterans Affairs (VA) facilities.		<p style="text-align: center;">√</p> When emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will reimburse veterans for the difference. Members are still responsible for our plan's cost-sharing amounts.
Reconstructive surgery that offers only a minimal improvement in appearance or is performed to alter or reshape normal structures of the body in order to improve appearance.		<p style="text-align: center;">√</p> We cover reconstructive surgery to correct or repair abnormal structures of the body caused by congenital defect, developmental abnormalities, accidental injury, trauma, infection, tumors, or disease, if a network physician determines that it is necessary to improve function, or create a normal appearance, to the extent possible.
Surgery that, in the judgment of a network physician specializing in reconstructive surgery, offers only a minimal improvement in appearance. <ul style="list-style-type: none"> • Surgery that is performed to alter or reshape normal structures of the body in order to improve appearance. 	<p>√</p>	
Nonconventional intraocular lenses (IOLs) following		<p>√</p>

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
cataract surgery (for example, a presbyopia-correcting IOL).		You may request and we may provide insertion of a presbyopia-correcting IOL or astigmatism-correcting IOL following cataract surgery in lieu of a conventional IOL. However, you must pay the difference between Plan Charges for a nonconventional IOL and associated services and Plan Charges for insertion of a conventional IOL following cataract surgery.
Massage therapy.		√ Covered when ordered as part of physical therapy program in accord with Medicare guidelines.
Travel and lodging expenses.		√ Provided only in connection with out-of-area transplant services that our plan covers.
Transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a network provider.	√	
Licensed ambulance services without transport.		√ Covered if the ambulance transports you or if covered by Medicare.
Physical exams and other services (1) required for obtaining or maintaining employment or participation in employee programs, (2) required for insurance or licensing, or (3) on court order or required for parole or probation.		√ Covered if a network physician determines that the services are medically necessary except that routine physical exams are not covered for both Basic Option plans unless covered by Medicare.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services related to noncovered services or items.		<p style="text-align: center;">√</p> <p>When a service or item is not covered, all services related to the noncovered service or item are excluded, (1) except for services or items we would otherwise cover to treat complications of the noncovered service or item, or (2) unless covered in accord with Medicare guidelines.</p>
Services not approved by the federal Food and Drug Administration. Drugs, supplements, tests, vaccines, devices, radioactive materials, and any other services that by law require federal Food and Drug Administration (FDA) approval in order to be sold in the U.S., but are not approved by the FDA.		<p style="text-align: center;">√</p> <p>This exclusion applies to services provided anywhere, even outside the U.S. It does not apply to Medicare-covered clinical trials or covered emergency care you receive outside the U.S.</p>
Exclusions described in the amendment "What You Need to Know — Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices."	√	

CHAPTER 5. Using our plan's coverage for your Part D prescription drugs

SECTION 1. Introduction	104
Section 1.1 This chapter describes your coverage for Part D drugs.....	104
Section 1.2 Basic rules for our plan's Part D drug coverage.....	105
SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service	105
Section 2.1 To have your prescription covered, use a network pharmacy.....	105
Section 2.2 Finding network pharmacies	106
Section 2.3 Using our mail-order services	107
Section 2.4 How can you get a long-term supply of drugs?	107
Section 2.5 When can you use a pharmacy that is not in our network?.....	108
SECTION 3. Your drugs need to be on our "Drug List"	109
Section 3.1 The "Drug List" tells which Part D drugs are covered.....	109
Section 3.2 There are six "cost-sharing tiers" for drugs on our Drug List	109
Section 3.3 How can you find out if a specific drug is on our Drug List?.....	110
SECTION 4. There are restrictions on coverage for some drugs.....	110
Section 4.1 Why do some drugs have restrictions?.....	110
Section 4.2 What kinds of restrictions?.....	111
Section 4.3 Do any of these restrictions apply to your drugs?	111
SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?	112
Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered	112
Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?	112
Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?	114
SECTION 6. What if your coverage changes for one of your drugs?	115
Section 6.1 The Drug List can change during the year	115
Section 6.2 What happens if coverage changes for a drug you are taking?	115

SECTION 7. What types of drugs are <i>not</i> covered by our plan?	116
Section 7.1 Types of drugs we do not cover	116
SECTION 8. Show your plan membership card when you fill a prescription	117
Section 8.1 Show your membership card.....	117
Section 8.2 What if you don't have your membership card with you?.....	117
SECTION 9. Part D drug coverage in special situations	118
Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?	118
Section 9.2 What if you're a resident in a long-term care (LTC) facility?.....	118
Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?	119
Section 9.4 What if you're in Medicare-certified hospice?	119
SECTION 10. Programs on drug safety and managing medications	120
Section 10.1 Programs to help members use drugs safely	120
Section 10.2 Medication Therapy Management (MTM) program to help members manage their medications	120



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, **some information in this Evidence of Coverage about the costs for Part D prescription drugs does not apply to you.** We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 This chapter describes your coverage for Part D drugs

This chapter explains rules for using your coverage for Part D drugs. The next chapter tells you what you pay for Part D drugs (Chapter 6, "What you pay for your Part D prescription drugs").

In addition to your coverage for Part D drugs, we also cover some drugs under our plan's medical benefits.

Through our coverage of Medicare Part A benefits, we generally cover drugs you are given during covered stays in the hospital or in a skilled nursing facility. Through our coverage of Medicare Part B benefits, we cover drugs including certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility. Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," tells you about the benefits and costs for drugs during a covered hospital or skilled nursing facility stay, as well as your benefits and costs for Part B drugs.

Your drugs may be covered by Original Medicare if you are in Medicare hospice. We only cover Medicare Parts A, B, and D services and drugs that are unrelated to your terminal prognosis and related conditions, and therefore not covered under the Medicare hospice benefit. For more information, please see Section 9.4 in this chapter, "What if you're in Medicare-certified hospice." For information on hospice coverage, see the hospice section of Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

The following sections discuss coverage of your drugs under our plan's Part D benefit rules. Section 9 in this chapter, "Part D drug coverage in special situations," includes more information about your Part D coverage and Original Medicare.

Section 1.2 Basic rules for our plan's Part D drug coverage

Our plan will generally cover your drugs as long as you follow these basic rules:

- You must have a provider (a doctor, dentist, or other prescriber) write your prescription.
- Your prescriber must either accept Medicare or file documentation with CMS showing that he or she is qualified to write prescriptions, or your Part D claim will be denied. You should ask your prescribers the next time you call or visit if they meet this condition. If not, please be aware it takes time for your prescriber to submit the necessary paperwork to be processed.
- You generally must use a network pharmacy to fill your prescription. (See Section 2, "Fill your prescriptions at a network pharmacy or through our mail-order service.")
- Your drug must be on our **Kaiser Permanente 2016 Abridged Formulary** or **Kaiser Permanente 2016 Comprehensive Formulary** (we call it the "Drug List" for short). (See Section 3, "Your drugs need to be on our Drug List.")
- Your drug must be used for a medically accepted indication. A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. (See Section 3 for more information about a medically accepted indication.)

SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service

Section 2.1 To have your prescription covered, use a network pharmacy

In most cases, your prescriptions are covered only if they are filled at our network pharmacies. (See Section 2.5 for information about when we would cover prescriptions filled at out-of-network pharmacies.) Our network includes pharmacies with preferred cost-sharing, which may offer you lower cost-sharing than the standard cost-sharing offered by other pharmacies within the network.

A network pharmacy is a pharmacy that has a contract with our plan to provide your covered prescription drugs. The term "covered drugs" means all of the Part D prescription drugs that are covered on our plan's Drug List.

Our network includes pharmacies that offer standard cost-sharing and pharmacies that offer preferred cost-sharing. You may go to either type of network pharmacy to receive your covered prescription drugs. Your cost-sharing may be less at pharmacies with preferred cost-sharing.

Section 2.2 Finding network pharmacies

How do you find a network pharmacy in your area?

To find a network pharmacy, you can look in your **Pharmacy Directory**, visit our website (kp.org/directory), or call Member Services (phone numbers are printed on the back cover of this booklet).

You may go to any of our network pharmacies. However, your costs may be even less for your covered drugs if you use a network pharmacy that offers preferred cost-sharing rather than a network pharmacy that offers standard cost-sharing. The **Pharmacy Directory** will tell you which of the network pharmacies offer preferred cost-sharing. You can find out more about how your out-of-pocket costs could be different for different drugs by contacting us.

If you switch from one network pharmacy to another, and you need a refill of a drug you have been taking, you can ask either to have a new prescription written by a provider or to have your prescription transferred to your new network pharmacy.

What if the pharmacy you have been using leaves the network?

If the pharmacy you have been using leaves our plan's network, you will have to find a new pharmacy that is in our network. Or if the pharmacy you have been using stays within the network but is no longer offering preferred cost-sharing, you may want to switch to a different pharmacy. To find another network pharmacy in your area, you can get help from Member Services (phone numbers are printed on the back cover of this booklet) or use the **Pharmacy Directory**. You can also find information on our website at kp.org/directory.

What if you need a specialized pharmacy?

Sometimes prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, a long-term care facility (such as a nursing home) has its own pharmacy. If you are in an LTC facility, we must ensure that you are able to routinely receive your Part D benefits through our network of LTC pharmacies, which is typically the pharmacy that the LTC facility uses. If you have any difficulty accessing your Part D benefits in an LTC facility, please contact Member Services.
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network. However, currently this is not applicable to our plan because there are no such pharmacies inside our service area.
- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use.

Note: This scenario should happen rarely.

To locate a specialized pharmacy, look in your **Pharmacy Directory** or call Member Services (phone numbers are printed on the back cover of this booklet).

Section 2.3 Using our mail-order services

For certain kinds of drugs, you can use our plan's network mail-order services. Generally, the drugs provided through mail order are drugs that you take on a regular basis for a chronic or long-term medical condition. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List.

Our mail-order service allows you to order up to a 90-day supply.

To get information about filling your prescriptions by mail, call the Kaiser Permanente pharmacy at **703-466-4900** or toll free **1-800-733-6345**, Monday through Friday, 7 a.m. to 6 p.m. (TTY **711**).

You can conveniently order your prescription refills in the following ways:

- Calling our EZ Refill Line at **1-866-299-9415**, seven days a week, 24 hours a day, (TTY **711**). Be sure to select the mail delivery option when prompted.
- Order online at **kp.org/refill**. To register to use our secure online mail-order service, please go to **kp.org/register** and follow the on-screen instructions.

When you order refills for home delivery online, by phone, or in writing, you must pay your cost-sharing when you place your order (there are no shipping charges for regular mail-order service). If you prefer, you may designate a pharmacy where you want to pick up and pay for your prescription. Please contact a network pharmacy if you have a question about whether your prescription can be mailed, or see our Drug List for information about the drugs that can be mailed.

Usually a mail-order pharmacy order will get to you in no more than 10 days. If your mail-order prescription is delayed, please call the Kaiser Permanente pharmacy for assistance at **1-800-733-6345** or **703-466-4900**, Monday through Friday, 7 a.m. to 6 p.m. (TTY **711**).

Refills on mail order prescriptions. For refills, please contact your pharmacy 10 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

So the pharmacy can reach you to confirm your order before shipping, please make sure to let the pharmacy know the best ways to contact you. When you place your order, please provide your current contact information in case we need to reach you.

Section 2.4 How can you get a long-term supply of drugs?

When you get a long-term supply of drugs, your cost-sharing may be lower. Our plan offers two ways to get a long-term supply (also called an "extended supply") of "maintenance" drugs on our plan's Drug List. Maintenance drugs are drugs that you take on a regular basis for a chronic or long-term medical condition. You may order this supply through mail order (see Section 2.3 in this chapter) or you may go to a retail pharmacy.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

1. Some retail pharmacies in our network allow you to get a long-term supply of maintenance drugs. Your **Pharmacy Directory** tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Member Services for more information (phone numbers are printed on the back cover of this booklet).
2. For certain kinds of drugs, you can use our plan's network mail-order services. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List. Our mail-order service allows you to order up to a 90-day supply. See Section 2.3 for more information about using our mail-order services.

Section 2.5 When can you use a pharmacy that is not in our network?

Your prescription may be covered in certain situations

Generally, we cover drugs filled at an out-of-network pharmacy only when you are not able to use a network pharmacy. If you cannot use a network pharmacy, here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

- If you are traveling within the United States and its territories but outside the service area and you become ill or run out of your covered Part D prescription drugs, we will cover prescriptions that are filled at an out-of-network pharmacy in limited, nonroutine circumstances according to our Medicare Part D formulary guidelines.
- If you need a Medicare Part D prescription drug in conjunction with covered out-of-network emergency care or out-of-area urgent care, we will cover up to a 30-day supply from an out-of-network pharmacy. **Note:** Prescription drugs prescribed and provided outside of the United States and its territories as part of covered emergency or urgent care are covered up to a 30-day supply in a 30-day period. These drugs are not covered under Medicare Part D; therefore, payments for these drugs do not count toward reaching the catastrophic coverage stage.
- If you are unable to obtain a covered drug in a timely manner within our service area because there is no network pharmacy within a reasonable driving distance that provides 24-hour service. We may not cover your prescription if a reasonable person could have purchased the drug at a network pharmacy during normal business hours.
- If you are trying to fill a prescription for a drug that is not regularly stocked at an accessible network pharmacy or available through our mail-order pharmacy (including high-cost drugs).
- If you are not able to get your prescriptions from a network pharmacy during a disaster.

In these situations, please check first with Member Services to see if there is a network pharmacy nearby. Phone numbers for Member Services are printed on the back cover of this booklet. You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

How do you ask for reimbursement from our plan?

If you must use an out-of-network pharmacy, you will generally have to pay the full cost (rather than your normal share of the cost) at the time you fill your prescription. You can

ask us to reimburse you for our share of the cost. (Chapter 7, Section 2.1, explains how to ask us to pay you back.)

SECTION 3. Your drugs need to be on our "Drug List"

Section 3.1 The "Drug List" tells which Part D drugs are covered

Our plan has a **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**. In this **Evidence of Coverage**, we call it the "Drug List" for short.

The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our plan's Drug List.

The drugs on the Drug List are only those covered under Medicare Part D (earlier in this chapter, Section 1.1 explains about Part D drugs).

We will generally cover a drug on our plan's Drug List as long as you follow the other coverage rules explained in this chapter and the use of the drug is a medically accepted indication. A "medically accepted indication" is a use of the drug that is either:

- Approved by the Food and Drug Administration. (That is, the Food and Drug Administration has approved the drug for the diagnosis or condition for which it is being prescribed.)
- Or supported by certain reference books. (These reference books are the American Hospital Formulary Service Drug Information; the DRUGDEX Information System; and the USPDI or its successor; and, for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology or their successors.)

Our Drug List includes both brand-name and generic drugs

A generic drug is a prescription drug that has the same active ingredients as the brand-name drug. Generally, it works just as well as the brand-name drug and usually costs less. There are generic drug substitutes available for many brand-name drugs.

What is *not* on our Drug List?

Our plan does not cover all prescription drugs.

- In some cases, the law does not allow any Medicare plan to cover certain types of drugs (for more information about this, see Section 7.1 in this chapter).
- In other cases, we have decided not to include a particular drug on our Drug List.

Section 3.2 There are six "cost-sharing tiers" for drugs on our Drug List

Every drug on our plan's Drug List is in one of **six** cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug:

- Cost-sharing **Tier 1** for preferred generic drugs.
- Cost-sharing **Tier 2** for generic drugs.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- Cost-sharing **Tier 3** for preferred brand-name drugs.
- Cost-sharing **Tier 4** for nonpreferred brand-name drugs.
- Cost-sharing **Tier 5** for specialty-tier drugs.
- Cost-sharing **Tier 6** for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up on our Drug List. The amount you pay for drugs in each cost-sharing tier is shown in Chapter 6 ("What you pay for your Part D prescription drugs").

Section 3.3 How can you find out if a specific drug is on our Drug List?

You have three ways to find out:

1. Check the most recent Drug List we sent you in the mail. Please note: The Drug List (**Kaiser Permanente 2016 Abridged Formulary**) we sent you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it.
2. Visit our website (kp.org/seniormedrx). Our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) on the website is always the most current.
3. Call Member Services to find out if a particular drug is on our plan's Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) or to ask for a copy of the list. Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 4. There are restrictions on coverage for some drugs

Section 4.1 Why do some drugs have restrictions?

For certain prescription drugs, special rules restrict how and when our plan covers them. A team of doctors and pharmacists developed these rules to help our members use drugs in the most effective ways. These special rules also help control overall drug costs, which keeps your drug coverage more affordable.

In general, our rules encourage you to get a drug that works for your medical condition and is safe and effective. Whenever a safe, lower-cost drug will work just as well medically as a higher-cost drug, our plan's rules are designed to encourage you and your provider to use that lower-cost option. We also need to comply with Medicare's rules and regulations for drug coverage and cost-sharing.

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may

not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

Please note that sometimes a drug may appear more than once on our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**). This is because different restrictions or cost-sharing may apply based on factors such as the strength, amount, or form of the drug prescribed by your health care provider (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

Section 4.2 What kinds of restrictions?

Our plan uses different types of restrictions to help our members use drugs in the most effective ways. The sections below tell you more about the types of restrictions we use for certain drugs.

Restricting brand-name drugs when a generic version is available

Generally, a "generic" drug works the same as a brand-name drug and usually costs less. In most cases, when a generic version of a brand-name drug is available, our network pharmacies will provide you the generic version. We usually will not cover the brand-name drug when a generic version is available. However, if your provider has told us the medical reason that the generic drug will not work for you, then we will cover the brand-name drug. (Your share of the cost may be greater for the brand-name drug than for the generic drug.)

Getting plan approval in advance

For certain drugs, you or your provider need to get approval from our plan before we will agree to cover the drug for you. This is called "prior authorization." Sometimes the requirement for getting approval in advance helps guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by our plan.

Section 4.3 Do any of these restrictions apply to your drugs?

Our plan's Drug List includes information about the restrictions described above. To find out if any of these restrictions apply to a drug you take or want to take, check our Drug List. For the most up-to-date information, call Member Services (phone numbers are printed on the back cover of this booklet) or check our website (kp.org/seniormedrx).

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If there is a restriction on the drug you want to take, you should contact Member Services to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?

Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered

We hope that your drug coverage will work well for you. But it's possible that there could be a prescription drug you are currently taking, or one that you and your provider think you should be taking that is not on our formulary or is on our formulary with restrictions. For example:

- The drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand-name version you want to take is not covered.
- The drug is covered, but there are extra rules or restrictions on coverage for that drug. As explained in Section 4, some of the drugs covered by our plan have extra rules to restrict their use. In some cases, you may want us to waive the restriction for you.
- The drug is covered, but it is in a cost-sharing tier that makes your cost-sharing more expensive than you think it should be. Our plan puts each covered drug into one of six different cost-sharing tiers. How much you pay for your prescription depends in part on which cost-sharing tier your drug is in.

There are things you can do if your drug is not covered in the way that you'd like it to be covered. Your options depend upon what type of problem you have:

- If your drug is not on our Drug List or if your drug is restricted, go to Section 5.2 to learn what you can do.
- If your drug is in a cost-sharing tier that makes your cost more expensive than you think it should be, go to Section 5.3 to learn what you can do.

Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?

If your drug is not on our Drug List or is restricted, here are things you can do:

- You may be able to get a temporary supply of the drug (only members in certain situations can get a temporary supply). This will give you and your provider time to change to another drug or to file a request to have the drug covered.
- You can change to another drug.
- You can request an exception and ask us to cover the drug or remove restrictions from the drug.

You may be able to get a temporary supply

Under certain circumstances, we can offer a temporary supply of a drug to you when your drug is not on our Drug List or when it is restricted in some way. Doing this gives you time to talk with your provider about the change in coverage and figure out what to do.

To be eligible for a temporary supply, **you must meet the two requirements** below:

1. The change to your drug coverage must be one of the following types of changes:

- ◆ The drug you have been taking is no longer on our plan's Drug List.
- ◆ Or the drug you have been taking is now restricted in some way (Section 4 in this chapter tells you about restrictions).

2. You must be in one of the situations described below:

- ◆ **For those members who are new or who were in our plan last year and aren't in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. This temporary supply will be for a maximum of a 30-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 30-day supply of medication. The prescription must be filled at a network pharmacy.
- ◆ **For those members who are new or who were in our plan last year and reside in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. The total supply will be for a maximum of a 98-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 98-day supply of medication. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)
- ◆ **For those members who have been in our plan for more than 90 days and reside in a long-term care (LTC) facility and need a supply right away:** We will cover one 31-day supply of a particular drug, or less if your prescription is written for fewer days. This is in addition to the above long-term care transition supply.
- ◆ As a current member of our plan, **if you have a covered inpatient stay in the hospital or in a skilled nursing facility**, the drugs you obtain during your stay will be covered under your medical benefit rather than your Medicare Part D prescription drug coverage. When you are discharged home or to a custodial level of care at a long-term care facility, many outpatient prescription drugs you obtain at a pharmacy will be covered under your Medicare Part D coverage. Since your drug coverage is different depending upon the setting where you obtain the drug, it is possible that a drug you were taking that was covered under your medical benefit might not be covered by Medicare Part D (for example, over-the-counter drugs or cough medicine). If this happens, you will have to pay full price for that drug unless you have other coverage (for example, employer group or union coverage).

To ask for a temporary supply, call Member Services (phone numbers are printed on the back cover of this booklet).

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by our plan or ask us to make an exception for you and cover your current drug. The sections below tell you more about these options.

You can change to another drug

Start by talking with your provider. Perhaps there is a different drug covered by our plan that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

You can ask for an exception

You and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule. For example, you can ask us to cover a drug even though it is not on our plan's Drug List. Or you can ask us to make an exception and cover the drug without restrictions.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?

If your drug is in a cost-sharing tier you think is too high, here are things you can do:

You can change to another drug

If your drug is in a cost-sharing tier you think is too high, start by talking with your provider. Perhaps there is a different drug in a lower cost-sharing tier that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

You can ask for an exception

For drugs in Tier 2 (generic drugs) or Tier 4 (nonpreferred brand-name drugs), you and your provider can ask us to make an exception to the cost-sharing tier for the drug so that you pay less for it. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Drugs in our specialty tier (Tier 5) are not eligible for this type of exception. We do not lower the cost-sharing amount for drugs in this tier.

SECTION 6. What if your coverage changes for one of your drugs?

Section 6.1 The Drug List can change during the year

Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, we might make changes to the Drug List. For example, we might:

- Add or remove drugs from the Drug List. New drugs become available, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled and we decide not to cover it. Or we might remove a drug from the list because it has been found to be ineffective.
- Move a drug to a higher or lower cost-sharing tier.
- Add or remove a restriction on coverage for a drug (for more information about restrictions to coverage, see Section 4 in this chapter).
- Replace a brand-name drug with a generic drug.

In almost all cases, we must get approval from Medicare for changes we make to our Drug List.

Section 6.2 What happens if coverage changes for a drug you are taking?

How will you find out if your drug's coverage has been changed?

If there is a change to coverage for a drug you are taking, we will send you a notice to tell you. Normally, **we will let you know at least 60 days ahead of time.**

Once in a while, a drug is suddenly recalled because it's been found to be unsafe or for other reasons. If this happens, we will immediately remove the drug from the Drug List. We will let you know of this change right away. Your provider will also know about this change, and can work with you to find another drug for your condition.

Do changes to your drug coverage affect you right away?

If any of the following types of changes affect a drug you are taking, the change will not affect you until January 1 of the next year if you stay in our plan:

- If we move your drug into a higher cost-sharing tier.
- If we put a new restriction on your use of the drug.
- If we remove your drug from the Drug List, but not because of a sudden recall or because a new generic drug has replaced it.

If any of these changes happen to a drug you are taking, then the change won't affect your use or what you pay as your share of the cost until January 1 of the next year. Until that date, you

probably won't see any increase in your payments or any added restriction to your use of the drug. However, on January 1 of the next year, the changes will affect you.

In some cases, you will be affected by the coverage change before January 1:

- If a brand-name drug you are taking is replaced by a new generic drug, we must give you at least 60 days' notice or give you a 60-day refill of your brand-name drug at a network pharmacy.
 - ◆ During this 60-day period, you should be working with your provider to switch to the generic or to a different drug that we cover.
 - ◆ Or you and your provider can ask us to make an exception and continue to cover the brand-name drug for you. For information about how to ask for an exception, see Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)."
- Again, if a drug is suddenly recalled because it's been found to be unsafe or for other reasons, we will immediately remove the drug from the Drug List. We will let you know of this change right away.
 - ◆ Your provider will also know about this change, and can work with you to find another drug for your condition.

SECTION 7. What types of drugs are *not* covered by our plan?

Section 7.1 Types of drugs we do not cover

This section tells you what kinds of prescription drugs are "excluded." This means Medicare does not pay for these drugs.

If you get drugs that are excluded, you must pay for them yourself. We won't pay for the drugs that are listed in this section; the only exception is if the requested drug is found upon appeal to be a drug that is not excluded under Part D and we should have paid for or covered it because of your specific situation. (For information about appealing a decision we have made to not cover a drug, go to Chapter 9, Section 6.5, in this booklet.)

Here are three general rules about drugs that Medicare drug plans will not cover under Part D:

- Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.
- Our plan cannot cover a drug purchased outside the United States and its territories.
- Our plan usually cannot cover off-label use. "Off-label use" is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.
 - ◆ Generally, coverage for "off-label use" is allowed only when the use is supported by certain reference books. These reference books are the American Hospital Formulary Service Drug Information; the DRUGDEX Information System; and for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology; or their

successors. If the use is not supported by any of these reference books, then our plan cannot cover its "off-label use."

Also, by law, these categories of drugs are not covered by Medicare drug plans:

- Nonprescription drugs (also called over-the-counter drugs).
- Drugs when used to promote fertility.
- Drugs when used for the relief of cough or cold symptoms.
- Drugs when used for cosmetic purposes or to promote hair growth.
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations.
- Drugs when used for the treatment of sexual or erectile dysfunction, such as Viagra[®], Cialis[®], Levitra[®], and Caverject[®].
- Drugs when used for treatment of anorexia, weight loss, or weight gain.
- Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale.

If you receive "Extra Help" paying for your drugs, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid program to determine what drug coverage may be available to you. (You can find phone numbers and contact information for Medicaid in Chapter 2, Section 6.)

SECTION 8. Show your plan membership card when you fill a prescription

Section 8.1 Show your membership card

To fill your prescription, show your plan membership card at the network pharmacy you choose. When you show your plan membership card, the network pharmacy will automatically bill our plan for our share of your covered prescription drug cost. You will need to pay the pharmacy your share of the cost when you pick up your prescription.

Section 8.2 What if you don't have your membership card with you?

If you don't have your plan membership card with you when you fill your prescription, ask the pharmacy to call our plan to get the necessary information.

If the pharmacy is not able to get the necessary information, you may have to pay the full cost of the prescription when you pick it up. You can then ask us to reimburse you for our share. See Chapter 7, Section 2.1, for information about how to ask us for reimbursement.

SECTION 9. Part D drug coverage in special situations

Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?

If you are admitted to a hospital or to a skilled nursing facility for a stay covered by our plan, we will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, we will cover your drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this section that tell you about the rules for getting drug coverage. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about drug coverage and what you pay.

Please note: When you enter, live in, or leave a skilled nursing facility, you are entitled to a special enrollment period. During this time period, you can switch plans or change your coverage. (Chapter 10, "Ending your membership in our plan," tells you when you can leave our plan and join a different Medicare plan.)

Section 9.2 What if you're a resident in a long-term care (LTC) facility?

Usually, a long-term care (LTC) facility (such as a nursing home) has its own pharmacy, or a pharmacy that supplies drugs for all of its residents. If you are a resident of a long-term care facility, you may get your prescription drugs through the facility's pharmacy as long as it is part of our network.

Check your **Pharmacy Directory** to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you're a resident in a long-term care (LTC) facility and become a new member of our plan?

If you need a drug that is not on our Drug List or is restricted in some way, we will cover a **temporary supply** of your drug during the first 90 days of your membership. The total supply will be for a maximum of up to a 98-day supply, or less if your prescription is written for fewer days. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)

If you have been a member of our plan for more than 90 days and need a drug that is not on our Drug List or if our plan has any restriction on the drug's coverage, we will cover one 31-day supply, or less if your prescription is written for fewer days.

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. Perhaps there is a different drug covered by our plan that might work just as well for you. Or you and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do.

Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?

Do you currently have other prescription drug coverage through your (or your spouse's) employer or retiree group? If so, please contact that group's benefits administrator. He or she can help you determine how your current prescription drug coverage will work with our plan. In general, if you are currently employed, the prescription drug coverage you get from us will be secondary to your employer or retiree group coverage. That means your group coverage would pay first.

Special note about "creditable coverage"

Each year your employer or retiree group should send you a notice that tells you if your prescription drug coverage for the next calendar year is "creditable" and the choices you have for drug coverage.

If the coverage from the group plan is "**creditable**," it means that the plan has drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.

Keep these notices about creditable coverage because you may need them later. If you enroll in a Medicare plan that includes Part D drug coverage, you may need these notices to show that you have maintained creditable coverage. If you didn't get a notice about creditable coverage from your employer or retiree group plan, you can get a copy from your employer or retiree group's benefits administrator or the employer or union.

Section 9.4 What if you're in Medicare-certified hospice?

Drugs are never covered by both hospice and our plan at the same time. If you are enrolled in Medicare hospice and require an anti-nausea, laxative, pain medication, or antianxiety drug that is not covered by your hospice because it is unrelated to your terminal illness and related conditions, our plan must receive notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in receiving any unrelated drugs that should be covered by our plan, you can ask your hospice provider or prescriber to make sure we have the notification that the drug is unrelated before you ask a pharmacy to fill your prescription.

In the event you either revoke your hospice election or are discharged from hospice, our plan should cover all your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, you should bring documentation to the pharmacy to verify your revocation or discharge. See the previous parts of this chapter that tell about the rules for getting drug coverage under Part D. Chapter 6, "What you pay for your Part D prescription drugs," gives more information about drug coverage and what you pay.

SECTION 10. Programs on drug safety and managing medications

Section 10.1 Programs to help members use drugs safely

We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care. These reviews are especially important for members who have more than one provider who prescribes their drugs.

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

- Possible medication errors.
- Drugs that may not be necessary because you are taking another drug to treat the same medical condition.
- Drugs that may not be safe or appropriate because of your age or gender.
- Certain combinations of drugs that could harm you if taken at the same time.
- Prescriptions written for drugs that have ingredients you are allergic to.
- Possible errors in the amount (dosage) of a drug you are taking.

If we see a possible problem in your use of medications, we will work with your provider to correct the problem.

Section 10.2 Medication Therapy Management (MTM) program to help members manage their medications

We have a program that can help our members with complex health needs. For example, some members have several medical conditions, take different drugs at the same time, and have high drug costs.

This program is voluntary and free to members. A team of pharmacists and doctors developed the program for us. This program can help make sure that our members get the most benefit from the drugs they take.

Our program is called a Medication Therapy Management (MTM) program. Some members who take medications for different medical conditions may be able to get services through a MTM program. A pharmacist or other health professional will give you a comprehensive review of all your medications. You can talk about how best to take your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary of this discussion. The summary has a medication action plan that recommends what you can do to make the best use of your medications, with space for you to take notes or write down any follow-up questions. You'll also get a personal medication list that will include all the medications you're taking and why you take them.

It's a good idea to have your medication review before your yearly "Wellness" visit, so you can talk to your doctor about your action plan and medication list. Bring your action plan and medication list with you to your visit or anytime you talk with your doctors, pharmacists, and other health care providers. Also, keep your medication list with you (for example, with your ID) in case you go to the hospital or emergency room.

If we have a program that fits your needs, we will automatically enroll you in the program and send you information. If you decide not to participate, please notify us and we will withdraw you from the program. If you have any questions about these programs, please contact Member Services (phone numbers are printed on the back cover of this booklet).

CHAPTER 6. What you pay for your Part D prescription drugs

SECTION 1. Introduction	124
Section 1.1 Use this chapter together with other materials that explain your drug coverage.....	124
Section 1.2 Types of out-of-pocket costs you may pay for covered drugs	125
SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug	125
Section 2.1 What are the drug payment stages for Medicare Plus members?.....	125
SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in	126
Section 3.1 We send you a monthly report called the "Part D Explanation of Benefits" (the "Part D EOB").....	126
Section 3.2 Help us keep our information about your drug payments up-to-date	127
SECTION 4. For both Basic plans, during the deductible stage, you pay the full cost of your Part D drugs. There is no deductible for the High Option and both Standard Option plans.....	128
Section 4.1 For both Basic plans, you stay in the deductible stage until you have paid \$360 for your Part D drugs. For the High Option and both Standard Option plans, you do not pay a deductible for your Part D drugs	128
SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share.....	128
Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription.....	128
Section 5.2 A table that shows your costs for a one-month supply of a drug	129
Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply	132
Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug.....	133
Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,310	134
SECTION 6. During the Coverage Gap Stage, you receive a discount on brand-name drugs and pay no more than 58% of the costs of generic drugs.....	135
Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$4,850	135

Section 6.2	How Medicare calculates your out-of-pocket costs for prescription drugs.....	137
SECTION 7.	During the Catastrophic Coverage Stage, we pay most of the cost for your drugs.....	138
Section 7.1	Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year	138
SECTION 8.	What you pay for vaccinations covered by Part D depends upon how and where you get them	139
Section 8.1	Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine.....	139
Section 8.2	You may want to call Member Services before you get a vaccination	140
SECTION 9.	Do you have to pay the Part D "late enrollment penalty"?	141
Section 9.1	What is the Part D "late enrollment penalty"?	141
Section 9.2	How much is the Part D late enrollment penalty?.....	141
Section 9.3	In some situations, you can enroll late and not have to pay the penalty	142
Section 9.4	What can you do if you disagree about your late enrollment penalty?	143
SECTION 10.	Do you have to pay an extra Part D amount because of your income?	143
Section 10.1	Who pays an extra Part D amount because of income?	143
Section 10.2	How much is the extra Part D amount?.....	143
Section 10.3	What can you do if you disagree about paying an extra Part D amount?	144
Section 10.4	What happens if you do not pay the extra Part D amount?.....	145



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, some information in this **Evidence of Coverage** about the costs for Part D prescription drugs does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 Use this chapter together with other materials that explain your drug coverage

This chapter focuses on what you pay for your Part D prescription drugs. To keep things simple, we use "drug" in this chapter to mean a Part D prescription drug. As explained in Chapter 5, not all drugs are Part D drugs—some drugs are covered under Medicare Part A or Part B and other drugs are excluded from Medicare coverage by law.

To understand the payment information we give you in this chapter, you need to know the basics of what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. Here are materials that explain these basics:

- Our **Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary**. To keep things simple, we call this the "Drug List."
 - ♦ This Drug List tells you which drugs are covered for you.
 - ♦ It also tells you which of the six "cost-sharing tiers" the drug is in and whether there are any restrictions on your coverage for the drug.
 - ♦ If you need a copy of the Drug List, call Member Services (phone numbers are printed on the back cover of this booklet). You can also find the Drug List on our website at kp.org/seniormedrx. The Drug List on the website is always the most current.
- **Chapter 5 of this booklet**. Chapter 5 gives you the details about your prescription drug coverage, including rules you need to follow when you get your covered drugs. Chapter 5 also tells you which types of prescription drugs are not covered by our plan.
- **Our plan's Pharmacy Directory**. In most situations, you must use a network pharmacy to get your covered drugs (see Chapter 5 for the details). The **Pharmacy Directory** has a list of pharmacies in our plan's network. It also tells you which pharmacies in our network can give you a long-term supply of a drug (such as filling a prescription for a three-month supply).

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage** and they all include Medicare Part D prescription drug coverage:

- **High Option.**
- **Standard Option.**
- **Standard Part B Only Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment confirmation letter).

Section 1.2 Types of out-of-pocket costs you may pay for covered drugs

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services. The amount that you pay for a drug is called "cost-sharing" and there are three ways you may be asked to pay.

- The "**deductible**" is the amount you must pay for drugs before our plan begins to pay its share.
- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug

Section 2.1 What are the drug payment stages for Medicare Plus members?

As shown in the table below, there are "drug payment stages" for your prescription drug coverage under our plan. How much you pay for a drug depends upon which of these stages you are in at the time you get a prescription filled or refilled. Keep in mind you are always responsible for our plan's monthly premium regardless of the drug payment stage.

Stage 1 Yearly Deductible Stage	Stage 2 Initial Coverage Stage	Stage 3 Coverage Gap Stage	Stage 4 Catastrophic Coverage Stage
<p>For Basic Option or Basic Part B Only Option plan members, you begin in this payment stage when you fill your first prescription of the year. During this stage, you pay the full cost of your drugs. You stay in this stage until you have paid \$360 for your drugs (\$360 is the amount of your deductible).</p> <p>For High Option, Standard Option, or Standard Part B Only Option plan members, because there is no deductible for your plan, this payment stage does not apply to you.</p> <p>(Details are in Section 4 of this chapter.)</p>	<p>For High Option, Standard Option, or Standard Part B Only Option plan members, you begin in this stage when you fill your first prescription of the year.</p> <p>For all members, during this stage, we pay our share of the cost of your drugs and you pay your share of the cost.</p> <p>You stay in this stage until your year-to-date "total drug costs" (your payments plus any Part D plan's payments) total \$3,310.</p> <p>(Details are in Section 5 of this chapter.)</p>	<p>During this stage, you pay 45% of the price for brand-name drugs (plus a portion of the dispensing fee), and 58% of the price for generic drugs except that:</p> <ul style="list-style-type: none"> • High Option plan members pay the copayment listed in Section 6 of this chapter for generics and vaccines, or 58% of the price, whichever is lower. • Both Standard Option plan members pay nothing for vaccines during this stage. <p>You stay in this stage until your year-to-date "out-of-pocket costs" (your payments) reach a total of \$4,850. This amount and rules for counting costs toward this amount have been set by Medicare.</p> <p>(Details are in Section 6 of this chapter.)</p>	<p>During this stage, we will pay most of the cost of your drugs for the rest of the calendar year (through December 31, 2016).</p> <p>(Details are in Section 7 of this chapter.)</p>

SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in

Section 3.1 We send you a monthly report called the "Part D Explanation of Benefits" (the "Part D EOB")

Our plan keeps track of the costs of your prescription drugs and the payments you have made when you get your prescriptions filled or refilled at the pharmacy. This way, we can tell you when you have moved from one drug payment stage to the next. In particular, there are two types of costs we keep track of:

- We keep track of how much you have paid. This is called your "**out-of-pocket**" cost.

- We keep track of your "**total drug costs.**" This is the amount you pay out-of-pocket or others pay on your behalf plus the amount paid by the plan.

Our plan will prepare a written report called the **Part D Explanation of Benefits** (it is sometimes called the "**Part D EOB**") when you have had one or more prescriptions filled through our plan during the previous month. It includes:

- **Information for that month.** This report gives you the payment details about the prescriptions you have filled during the previous month. It shows the total drug costs, what the plan paid, and what you and others on your behalf paid.
- **Totals for the year since January 1.** This is called "year-to-date" information. It shows you the total drug costs and total payments for your drugs since the year began.

Section 3.2 Help us keep our information about your drug payments up-to-date

To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up-to-date:

- **Show your membership card when you get a prescription filled.** To make sure we know about the prescriptions you are filling and what you are paying, show your plan membership card every time you get a prescription filled.
- **Make sure we have the information we need.** There are times you may pay for prescription drugs when we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, you may give us copies of receipts for drugs that you have purchased. (If you are billed for a covered drug, you can ask us to pay our share of the cost. For instructions about how to do this, go to Chapter 7, Section 2, of this booklet.) Here are some types of situations when you may want to give us copies of your drug receipts to be sure we have a complete record of what you have spent for your drugs:
 - ♦ When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan's benefit.
 - ♦ When you made a copayment for drugs that are provided under a drug manufacturer patient assistance program.
 - ♦ Anytime you have purchased covered drugs at out-of-network pharmacies or other times you have paid the full price for a covered drug under special circumstances.
- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs and help qualify you for catastrophic coverage. For example, payments made by a State Pharmaceutical Assistance Program, an AIDS drug assistance program (ADAP), the Indian Health Service, and most charities count toward your out-of-pocket costs. You should keep a record of these payments and send them to us so we can track your costs.
- **Check the written report we send you.** When you receive a **Part D Explanation of Benefits** (a **Part D EOB**) in the mail, please look it over to be sure the information is complete and correct. If you think something is missing from the report, or you have any questions,

please call Member Services (phone numbers are printed on the back cover of this booklet). You can also choose to view your **Part D EOB** online instead of by mail. Please visit **kp.org/goinggreen** and sign on to learn more about choosing to view your **Part D EOB** securely online. Be sure to keep these reports. They are an important record of your drug expenses.

SECTION 4. For both Basic plans, during the deductible stage, you pay the full cost of your Part D drugs. There is no deductible for the High Option and both Standard Option plans

Section 4.1 For both Basic plans, you stay in the deductible stage until you have paid \$360 for your Part D drugs. For the High Option and both Standard Option plans, you do not pay a deductible for your Part D drugs

Basic Option and Basic Part B Only Option plan members

The Deductible Stage is the first payment stage for your drug coverage. This stage begins when you fill your first prescription in the year. When you are in this payment stage, you must pay the full cost of your drugs until you reach the plan's deductible amount, which is **\$360** for 2016.

- Your "**full cost**" is usually lower than the normal full price of the drug, since our plan has negotiated lower costs for most drugs.
- The "**deductible**" is the amount you must pay for your Part D prescription drugs before the plan begins to pay its share.

Once you have paid \$360 for your drugs, you leave the Deductible Stage and move on to the next drug payment stage, which is the Initial Coverage Stage.

High Option, Standard Option, and Standard Part B Only Option plan members

There is no deductible for High Option, Standard Option, and Standard Part B Only Option plan members. You begin in the Initial Coverage Stage when you fill your first prescription of the year. See Section 5 for information about your coverage in the Initial Coverage Stage.

SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share

Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription

During the Initial Coverage Stage, we pay our share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending upon the drug and where you fill your prescription.

Our plan has six cost-sharing tiers

Every drug on our plan's Drug List is in one of six cost-sharing tiers. In general, the higher the cost-sharing tier number, the higher your cost for the drug:

- Cost-sharing **Tier 1** for preferred generic drugs.
- Cost-sharing **Tier 2** for generic drugs.
- Cost-sharing **Tier 3** for preferred brand-name drugs.
- Cost-sharing **Tier 4** for nonpreferred brand-name drugs.
- Cost-sharing **Tier 5** for specialty-tier drugs.
- Cost-sharing **Tier 6** for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up in our plan's Drug List.

Your pharmacy choices

How much you pay for a drug depends upon whether you get the drug from:

- A network retail pharmacy that offers standard cost-sharing.
- A network retail pharmacy that offers preferred cost-sharing.
- A pharmacy that is not in our plan's network.
- Our plan's mail-order pharmacy.

For more information about these pharmacy choices and filling your prescriptions, see Chapter 5 in this booklet and our plan's **Pharmacy Directory**.

Generally, we will cover your prescriptions only if they are filled at one of our network pharmacies. Some of our network pharmacies also offer preferred cost-sharing. You may go to either network pharmacies that offer preferred cost-sharing or other network pharmacies that offer standard cost-sharing to receive your covered prescription drugs. Your costs may be less at pharmacies that offer preferred cost-sharing.

Section 5.2 A table that shows your costs for a one-month supply of a drug

During the Initial Coverage Stage, your share of the cost of a covered drug will be either a copayment or coinsurance.

- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

As shown in the table below, the amount of the copayment or coinsurance depends upon which cost-sharing tier your drug is in. **Please note:**

- If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.

- We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 5, Section 2.5, for information about when we will cover a prescription filled at an out-of-network pharmacy.

Your share of the cost when you get a one-month supply of a covered Part D prescription drug:

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
Tier 1 – Preferred generic drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				
• Standard Option or Standard Part B Only Option	\$10	\$7	\$7	\$10	\$10
• High Option	\$10	\$5	\$5	\$10	\$10
Tier 2 – Generic drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				
• High Option, Standard Option, or Standard Part B Only Option	\$20	\$15	\$15	\$20	\$20
Tier 3 – Preferred brand-name drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$47	\$42	\$42	\$47	\$47
Tier 4 – Nonpreferred brand-name drugs					
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.				
<ul style="list-style-type: none"> Standard Option or Standard Part B Only Option 	\$100	\$95	\$95	\$100	\$100
<ul style="list-style-type: none"> High Option 	\$100	\$80	\$80	\$100	\$100
Tier 5 – Specialty-tier drugs					
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.				
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	33% coinsurance.				

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
Tier 6 – Injectable Part D vaccines					
• Basic Option or Basic Part B Only Option	Mail-order is not available for drugs in Tier 6.	25%	Mail-order is not available for drugs in Tier 6.	25%	25%
• High Option, Standard Option, or Standard Part B Only Option	Mail-order is not available for drugs in Tier 6.	\$0	Mail-order is not available for drugs in Tier 6.	\$0	\$0

Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply

Typically, the amount you pay for a prescription drug covers a full month's supply of a covered drug. However your doctor can prescribe less than a month's supply of drugs. There may be times when you want to ask your doctor about prescribing less than a month's supply of a drug (for example, when you are trying a medication for the first time that is known to have serious side effects). If your doctor prescribes less than a full month's supply, you will not have to pay for the full month's supply for certain drugs.

The amount you pay when you get less than a full month's supply will depend on whether you are responsible for paying coinsurance (a percentage of the total cost) or a copayment (a flat dollar amount).

- If you are responsible for coinsurance, you pay a percentage of the total cost of the drug. You pay the same percentage regardless of whether the prescription is for a full month's supply or for fewer days. However, because the entire drug cost will be lower if you get less than a full month's supply, the amount you pay will be less.
- If you are responsible for a copayment for the drug, your copayment will be based on the number of days of the drug that you receive. We will calculate the amount you pay per day for

your drug (the "daily cost-sharing rate") and multiply it by the number of days of the drug you receive.

- ◆ Here's an example: Let's say the copayment for your drug for a full month's supply (a 30-day supply) is \$30. This means that the amount you pay per day for your drug is \$1. If you receive a 7 days' supply of the drug, your payment will be \$1 per day multiplied by 7 days, for a total payment of \$7.

Daily cost-sharing allows you to make sure a drug works for you before you have to pay for an entire month's supply. You can also ask your doctor to prescribe, and your pharmacist to dispense, less than a full month's supply of a drug or drugs, if this will help you better plan the refill date for different prescriptions so that you can take fewer trips to the pharmacy. The amount you pay will depend upon the days' supply you receive.

Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug

For some drugs, you can get a long-term supply (also called an "extended supply") when you fill your prescription. A long-term supply is up to a 90-day supply. (For details on where and how to get a long-term supply of a drug, see Chapter 5, Section 2.4.)

The table below shows what you pay when you get a long-term (up to a 90-day) supply of a drug.

Please note: If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.

Your share of the cost when you get a long-term supply of a covered Part D prescription drug:

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing
<i>Up to a 90-day supply</i>			
Tier 1—Preferred generic drugs			
• Basic Option or Basic Part B Only Option		25% coinsurance.	
• Standard Option or Standard Part B Only Option	\$30	\$21	\$0
• High Option	\$30	\$15	\$0
Tier 2—Generic drugs			
• Basic Option or Basic Part B Only Option		25% coinsurance.	

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing
<i>Up to a 90-day supply</i>			
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$60	\$45	\$30
Tier 3 – Preferred brand-name drugs (all plans)			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$141	\$126	\$84
Tier 4 – Nonpreferred brand-name drugs			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> Standard Option or Standard Part B Only Option 	\$300	\$285	\$190
<ul style="list-style-type: none"> High Option 	\$300	\$240	\$160
Tier 5 – Specialty-tier drugs			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	33% coinsurance.		
Tier 6 – Injectable Part D vaccines	A long-term supply is not available for drugs in Tier 6.		

Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,310

You stay in the Initial Coverage Stage until the total amount for the prescription drugs you have filled and refilled reaches the **\$3,310 limit for the Initial Coverage Stage**.

Your total drug cost is based on adding together what you have paid and what any Part D plan has paid:

- **What you have paid** for all the covered drugs you have gotten since you started with your first drug purchase of the year. (See Section 6.2 for more information about how Medicare calculates your out-of-pocket costs.) This includes:
 - ♦ The total you paid as your share of the cost for your drugs during the Initial Coverage Stage.
- **What our plan has paid** as its share of the cost for your drugs during the Initial Coverage Stage. (If you were enrolled in a different Part D plan at any time during 2016, the amount that plan paid during the Initial Coverage Stage also counts toward your total drug costs.)

The **Part D Explanation of Benefits (Part D EOB)** that we send to you will help you keep track of how much you and our plan, as well as any third parties, have spent on your behalf during the year. Many people do not reach the **\$3,310** limit in a year.

We will let you know if you reach this **\$3,310** amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Coverage Gap Stage.

SECTION 6. During the Coverage Gap Stage, you receive a discount on brand-name drugs and pay no more than 58% of the costs of generic drugs

Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$4,850

Brand-name drugs during the Coverage Gap Stage

When you are in the Coverage Gap Stage, **the Medicare Coverage Gap Discount Program provides manufacturer discounts on brand-name drugs for Tiers 3–5** (and Tier 6 for Basic Option or Basic Part B Only Option plan members). You pay 45% of the negotiated price and a portion of the dispensing fee for brand-name drugs. Both the amount you pay and the amount discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them, and move you through the coverage gap. Note: For Standard Option or Standard Part B Only Option plan members, there is no charge for Tier 6 vaccines during the Coverage Gap Stage.

Generic drugs for Standard or Basic Option or Standard or Basic Part B Only Option plan members during the Coverage Gap Stage

For members enrolled in one of our Standard or Basic plans, you also receive some coverage for generic drugs during the Coverage Gap Stage. You pay no more than 58% of the cost for generic drugs and our plan pays the rest. For generic drugs, the amount paid by our plan (42%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap.

Generic drugs and vaccines for High Option plan members during the Coverage Gap Stage

For members enrolled in the High Option plan, you also receive coverage of generic drugs and injectable Part D vaccines during the Coverage Gap Stage. You pay either the copayments listed in the chart below or 58% of the costs of generic drugs, whichever is lower, until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2016, that amount is **\$4,850**.

Cost-sharing tier for High Option	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
Tier 1 – Preferred generic drugs	\$10 for up to a 30-day supply, or \$30 for up to a 90-day supply.	\$5 for up to a 30-day supply, or \$15 for up to a 90-day supply.	\$5 for up to a 30-day supply, or \$0 for up to a 90-day supply.	\$10 for up to a 31-day supply.	\$10 for up to a 30-day supply.
Tier 2 – Generic drugs	\$20 for up to a 30-day supply, or \$60 for up to a 90-day supply.	\$15 for up to a 30-day supply, or \$45 for up to a 90-day supply.	\$15 for up to a 30-day supply, or \$30 for up to a 90-day supply.	\$20 for up to a 31-day supply.	\$20 for up to a 30-day supply.
Tier 6 – Injectable Part D vaccines	Mail-order is not available for drugs in Tier 6.	\$0	Mail-order is not available for drugs in Tier 6.	\$0	\$0

You continue paying the discounted price for brand-name drugs and no more than 58% of the costs of generic drugs until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2016, that amount is **\$4,850**.

Medicare has rules about what counts and what does *not* count as your out-of-pocket costs. When you reach an out-of-pocket limit of **\$4,850**, you leave the Coverage Gap Stage and move on to the Catastrophic Coverage Stage.

Section 6.2 How Medicare calculates your out-of-pocket costs for prescription drugs

Here are Medicare's rules that we must follow when we keep track of your out-of-pocket costs for your drugs.

These payments are included in your out-of-pocket costs

When you add up your out-of-pocket costs, you can include the payments listed below (as long as they are for Part D covered drugs and you followed the rules for drug coverage that are explained in Chapter 5 of this booklet):

- The amount you pay for drugs when you are in any of the following drug payment stages:
 - ♦ The Deductible Stage.
 - ♦ The Initial Coverage Stage.
 - ♦ The Coverage Gap Stage.
- Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan.

It matters who pays:

- If you make these payments yourself, they are included in your out-of-pocket costs.
- These payments are also included if they are made on your behalf by certain other individuals or organizations. This includes payments for your drugs made by a friend or relative, by most charities, by AIDS drug assistance programs, by a State Pharmaceutical Assistance Program that is qualified by Medicare, or by the Indian Health Service. Payments made by Medicare's "Extra Help" Program are also included.
- Some of the payments made by the Medicare Coverage Gap Discount Program are included. The amount the manufacturer pays for your brand-name drugs is included. But the amount our plan pays for your generic drugs is not included.

Moving on to the Catastrophic Coverage Stage:

When you (or those paying on your behalf) have spent a total of **\$4,850** in out-of-pocket costs within the calendar year, you will move from the Coverage Gap Stage to the Catastrophic Coverage Stage.

These payments are not included in your out-of-pocket costs

When you add up your out-of-pocket costs, you are **not** allowed to include any of these types of payments for prescription drugs:

- The amount you pay for your monthly premium.
- Drugs you buy outside the United States and its territories.
- Drugs that are not covered by our plan.
- Drugs you get at an out-of-network pharmacy that do not meet our plan's requirements for out-of-network coverage.

- Non-Part D drugs, including prescription drugs covered by Part A or Part B and other drugs excluded from coverage by Medicare.
- Payments made by our plan for your brand or generic drugs while in the Coverage Gap.
- Payments for your drugs that are made by group health plans, including employer health plans.
- Payments for your drugs that are made by certain insurance plans and government-funded health programs, such as TRICARE and the Veterans Administration.
- Payments for your drugs made by a third party with a legal obligation to pay for prescription costs (for example, Workers' Compensation).

Reminder: If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan. Call Member Services to let us know (phone numbers are printed on the back cover of this booklet).

How can you keep track of your out-of-pocket total?

- **We will help you.** The **Part D Explanation of Benefits (Part D EOB)** report we send to you includes the current amount of your out-of-pocket costs (Section 3 in this chapter tells you about this report). When you reach a total of **\$4,850** in out-of-pocket costs for the year, this report will tell you that you have left the Coverage Gap Stage and have moved on to the Catastrophic Coverage Stage.
- **Make sure we have the information we need.** Section 3.2 tells you what you can do to help make sure that our records of what you have spent are complete and up-to-date.

SECTION 7. During the Catastrophic Coverage Stage, we pay most of the cost for your drugs

Section 7.1 Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the **\$4,850** limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will stay in this payment stage until the end of the calendar year. During this stage, we will pay most of the cost for your drugs.

You pay **5% coinsurance** for all Medicare Part D drugs except for Tier 6 vaccines for **High Option, Standard Option, or Standard Part B Only Option** plan members who pay nothing for injectable Medicare Part D vaccines in this stage. We will pay the rest.

SECTION 8. What you pay for vaccinations covered by Part D depends upon how and where you get them

Section 8.1 Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine

Our plan provides coverage of a number of Part D vaccines. We also cover vaccines that are considered medical benefits. You can find out about coverage of these vaccines by going to the Medical Benefits Chart in Chapter 4, Section 2.1.

There are two parts to our coverage of Part D vaccinations:

- The first part of coverage is the cost of the vaccine medication itself. The vaccine is a prescription medication.
- The second part of coverage is for the cost of giving you the vaccine. (This is sometimes called the "administration" of the vaccine.)

What do you pay for a Part D vaccination?

What you pay for a Part D vaccination depends upon three things:

- 1. The type of vaccine** (what you are being vaccinated for).
 - ♦ Some vaccines are considered medical benefits. You can find out about your coverage of these vaccines by going to Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."
 - ♦ Other vaccines are considered Part D drugs. You can find these vaccines listed in our **Kaiser Permanente 2016 Comprehensive Formulary**.
- 2. Where you get the vaccine medication.**
- 3. Who gives you the vaccine.**

What you pay at the time you get the Part D vaccination can vary depending upon the circumstances. For example:

- ♦ Sometimes when you get your vaccine, you will have to pay the entire cost for both the vaccine medication and for getting the vaccine. You can ask us to pay you back for our share of the cost.
- ♦ Other times, when you get the vaccine medication or the vaccine, you will pay only your share of the cost.

To show how this works, here are three common ways you might get a Part D vaccine. Remember, if you are a Basic Option or Basic Option with B Only plan member, you are responsible for some of the costs associated with vaccines (including their administration) during the Coverage Gap Stage of your benefit.

Situation 1:

- You buy the Part D vaccine at the pharmacy and you get your vaccine at the network pharmacy. (Whether you have this choice depends upon where you live. Some states do not allow pharmacies to administer a vaccination.)
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine and the cost of giving you the vaccine.
 - ◆ Our plan will pay the remainder of the costs.

Situation 2:

- You get the Part D vaccination at your doctor's office.
 - ◆ When you get the vaccination, you will pay for the entire cost of the vaccine and its administration.
 - ◆ You can then ask us to pay our share of the cost by using the procedures that are described in Chapter 7 of this booklet ("Asking us to pay our share of a bill you have received for covered medical services or drugs").
 - ◆ You will be reimbursed the amount you paid less your normal copayment for the vaccine (including administration) less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

Situation 3:

- You buy the Part D vaccine at your pharmacy, and then take it to your doctor's office where they give you the vaccine.
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine itself.
 - ◆ When your doctor gives you the vaccine, you will pay the entire cost for this service. You can then ask us to pay our share of the cost by using the procedures described in Chapter 7 of this booklet.
 - ◆ You will be reimbursed the amount charged by the doctor for administering the vaccine less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

IMPORTANT NOTE: When you receive a covered injectable Part D vaccine at a Kaiser Permanente network medical office or injection clinic, **you will not be charged at the time of your visit.** Instead, we will send you a bill for the applicable cost-sharing for the Part D vaccine and vaccine administration.

Section 8.2 You may want to call Member Services before you get a vaccination

The rules for coverage of vaccinations are complicated. We are here to help. We recommend that you first call Member Services whenever you are planning to get a vaccination. Phone numbers for Member Services are printed on the back cover of this booklet.

- We can tell you about how your vaccination is covered by our plan and explain your share of the cost.

- We can tell you how to keep your own cost down by using providers and pharmacies in our network.
- If you are not able to use a network provider and pharmacy, we can tell you what you need to do to get payment from us for our share of the cost.

SECTION 9. Do you have to pay the Part D "late enrollment penalty"?

Section 9.1 What is the Part D "late enrollment penalty"?

Note: If you receive "Extra Help" from Medicare to pay for your prescription drugs, you will not pay a late enrollment penalty.

The late enrollment penalty is an amount that is added to your Part D premium. You may owe a late enrollment penalty if at any time after your initial enrollment period is over, there is a period of 63 days or more in a row when you did not have Part D or other creditable prescription drug coverage. "Creditable prescription drug coverage" is coverage that meets Medicare's minimum standards since it is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. The amount of the penalty depends upon how long you waited to enroll in a creditable prescription drug coverage plan anytime after the end of your initial enrollment period or how many full calendar months you went without creditable prescription drug coverage. You will have to pay this penalty for as long as you have Part D coverage.

The late enrollment penalty is added to your monthly premium. When you first enroll in our plan, we let you know the amount of the penalty.

Your late enrollment penalty is considered part of your plan premium. If you do not pay your late enrollment penalty, you could lose your prescription drug benefits for failure to pay your plan premium.

Section 9.2 How much is the Part D late enrollment penalty?

Medicare determines the amount of the penalty. Here is how it works:

- First count the number of full months that you delayed enrolling in a Medicare drug plan, after you were eligible to enroll. Or count the number of full months in which you did not have creditable prescription drug coverage, if the break in coverage was 63 days or more. The penalty is 1% for every month that you didn't have creditable coverage. For example, if you go 14 months without coverage, the penalty will be 14%.
- Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2016, this average premium amount is \$34.10.
- To calculate your monthly penalty, you multiply the penalty percentage and the average monthly premium, and then round it to the nearest 10 cents. In the example here, it would be 14% times \$34.10, which equals \$4.77. This rounds to \$4.80. This amount would be added to the monthly premium for someone with a late enrollment penalty.

There are three important things to note about this monthly late enrollment penalty:

- First, the penalty may change each year because the average monthly premium can change each year. If the national average premium (as determined by Medicare) increases, your penalty will increase.
- Second, you will continue to pay a penalty every month for as long as you are enrolled in a plan that has Medicare Part D drug benefits.
- Third, if you are under 65 and currently receiving Medicare benefits, the late enrollment penalty will reset when you turn 65. After age 65, your late enrollment penalty will be based only on the months that you don't have coverage after your initial enrollment period for aging into Medicare.

Section 9.3 In some situations, you can enroll late and not have to pay the penalty

Even if you have delayed enrolling in a plan offering Medicare Part D coverage when you were first eligible, sometimes you do not have to pay the late enrollment penalty.

You will not have to pay a penalty for late enrollment if you are in any of these situations:

- If you already have prescription drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. Medicare calls this "creditable drug coverage." **Please note:**
 - ♦ Creditable coverage could include drug coverage from a former employer or union, TRICARE, or the Department of Veterans Affairs. Your insurer or your human resources department will tell you each year if your drug coverage is creditable coverage. This information may be sent to you in a letter or included in a newsletter from the plan. Keep this information because you may need it if you join a Medicare drug plan later. Please note: If you receive a "certificate of creditable coverage" when your health coverage ends, it may not mean your prescription drug coverage was creditable. The notice must state that you had "creditable" prescription drug coverage that expected to pay as much as Medicare's standard prescription drug plan pays.
 - ♦ The following are not creditable prescription drug coverage: prescription drug discount cards, free clinics, and drug discount websites.
 - ♦ For additional information about creditable coverage, please look in your **Medicare & You** 2016 handbook or call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users call **1-877-486-2048**. You can call these numbers for free, 24 hours a day, 7 days a week.
- If you were without creditable coverage, but you were without it for less than 63 days in a row.
- If you are receiving "Extra Help" from Medicare.

Section 9.4 What can you do if you disagree about your late enrollment penalty?

If you disagree about your late enrollment penalty, you or your representative can ask for a review of the decision about your late enrollment penalty. Generally, you must request this review within 60 days from the date on the letter you receive stating you have to pay a late enrollment penalty. Call Member Services to find out more about how to do this (phone numbers are printed on the back cover of this booklet).

Important: Do not stop paying your late enrollment penalty while you're waiting for a review of the decision about your late enrollment penalty. If you do, you could be disenrolled for failure to pay your plan premiums.

SECTION 10. Do you have to pay an extra Part D amount because of your income?

Section 10.1 Who pays an extra Part D amount because of income?

Most people pay a standard monthly Part D premium. However, some people pay an extra amount because of their yearly income. If your income is \$85,000 or above for an individual (or married individuals filing separately) or \$170,000 or above for married couples, **you must pay an extra amount directly to the government** for your Medicare Part D coverage.

If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be and how to pay it. The extra amount will be withheld from your Social Security, Railroad Retirement Board, or Office of Personnel Management benefit check, no matter how you usually pay your plan premium, unless your monthly benefit isn't enough to cover the extra amount owed. If your benefit check isn't enough to cover the extra amount, you will get a bill from Medicare. You must pay the extra amount to the government. It cannot be paid with your monthly plan premium.

Section 10.2 How much is the extra Part D amount?

If your modified adjusted gross income (MAGI) as reported on your IRS tax return is above a certain amount, you will pay an extra amount in addition to your monthly plan premium. The chart below shows the extra amount based on your income.

If you filed an individual tax return and your income in 2014 was:	If you were married but filed a separate tax return and your income in 2014 was:	If you filed a joint tax return and your income in 2014 was:	This is the monthly cost of your extra Part D amount (to be paid in addition to your plan premium)
Equal to or less than \$85,000	Equal to or less than \$85,000	Equal to or less than \$170,000	\$0
Greater than \$85,000 and less than or equal to \$107,000		Greater than \$170,000 and less than or equal to \$214,000	\$12.70
Greater than \$107,000 and less than or equal to \$160,000		Greater than \$214,000 and less than or equal to \$320,000	\$32.80
Greater than \$160,000 and less than or equal to \$214,000	Greater than \$85,000 and less than or equal to \$129,000	Greater than \$320,000 and less than or equal to \$428,000	\$52.80
Greater than \$214,000	Greater than \$129,000	Greater than \$428,000	\$72.90

Section 10.3 What can you do if you disagree about paying an extra Part D amount?

If you disagree about paying an extra amount because of your income, you can ask Social Security to review the decision. To find out more about how to do this, contact Social Security at **1-800-772-1213** (TTY **1-800-325-0778**).

Section 10.4 What happens if you do not pay the extra Part D amount?

The extra amount is paid directly to the government (not your Medicare plan) for your Medicare Part D coverage. If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.

**CHAPTER 7. Asking us to pay our share of a bill you have received
for covered medical services or drugs**

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services or drugs 147

Section 1.1 If you pay our share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment..... 147

SECTION 2. How to ask us to pay you back or to pay a bill you have received 149

Section 2.1 How and where to send us your request for payment 149

SECTION 3. We will consider your request for payment and say yes or no 150

Section 3.1 We check to see whether we should cover the service or drug and how much we owe..... 150

Section 3.2 If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal 150

SECTION 4. Other situations in which you should save your receipts and send copies to us 151

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs..... 151

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services or drugs

Section 1.1 If you pay our share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment

Sometimes when you get medical care or a prescription drug, you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of our plan. In either case, you can ask us to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services or drugs that are covered by our plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask us to pay you back or to pay a bill you have received:

When you've received emergency or urgently needed medical care from a provider who is not in our network

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill our plan for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
 - ◆ If the provider is owed anything, we will pay the provider directly.
 - ◆ If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.

When a network provider sends you a bill you think you should not pay

Network providers should always bill us directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service, and even if there is a dispute and we don't pay certain provider charges. For more information about "balance billing," go to Chapter 4, Section 1.3.

- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under our plan.

If you are retroactively enrolled in our plan

Sometimes a person's enrollment in our plan is retroactive. ("Retroactive" means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services or drugs after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

- Please call Member Services for additional information about how to ask us to pay you back and deadlines for making your request. Phone numbers for Member Services are printed on the back cover of this booklet.

When you use an out-of-network pharmacy to get a prescription filled

If you go to an out-of-network pharmacy and try to use your membership card to fill a prescription, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription. We cover prescriptions filled at out-of-network pharmacies only in a few special situations. Please go to Chapter 5, Section 2.5, to learn more.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription because you don't have your plan membership card with you

If you do not have your plan membership card with you, you can ask the pharmacy to call us or to look up your plan enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription in other situations

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

- For example, the drug may not be on our **Kaiser Permanente 2016 Comprehensive Formulary**; or it could have a requirement or restriction that you didn't know about or don't think should apply to you. If you decide to get the drug immediately, you may need to pay the full cost for it.

- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

When you pay copayments under a drug manufacturer patient assistance program

If you get help from, and pay copayments under, a drug manufacturer patient assistance program outside our plan's benefit, you may submit a paper claim to have your out-of-pocket expense count toward qualifying you for catastrophic coverage. Save your receipt and send a copy to us.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. Chapter 9 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has information about how to make an appeal.

SECTION 2. How to ask us to pay you back or to pay a bill you have received

Section 2.1 How and where to send us your request for payment

Send us your request for payment, along with your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website (**kp.org**) or call Member Services and ask for the form. Phone numbers for Member Services are printed on the back cover of this booklet.

Mail your request for payment together with any bills or receipts to us at this address:

Kaiser Permanente
Attn: Member Services
2101 East Jefferson Street
Rockville, MD 20852

You must submit your claim to us within 365 days after service date.

Contact Member Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3. We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the service or drug and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care or drug is covered and you followed all the rules for getting the care or drug, we will pay for our share of the cost. If you have already paid for the service or drug, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service or drug yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered. Chapter 5 explains the rules you need to follow for getting your Part D prescription drugs covered.)
- If we decide that the medical care or drug is not covered, or you did not follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details about how to make this appeal, go to Chapter 9 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." The appeals process is a detailed legal process with complicated procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of Chapter 9. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives you definitions of terms such as "appeal." Then, after you have read Section 4, you can go to the section in Chapter 9 that tells you what to do for your situation:

- If you want to make an appeal about getting paid back for a medical service, go to Section 5.3 in Chapter 9.
- If you want to make an appeal about getting paid back for a drug, go to Section 6.5 of Chapter 9.

SECTION 4. Other situations in which you should save your receipts and send copies to us

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs

There are some situations when you should let us know about payments you have made for your drugs. In these cases, you are not asking us for payment. Instead, you are telling us about your payments so that we can calculate your out-of-pocket costs correctly. This may help you to qualify for the Catastrophic Coverage Stage more quickly.

Here are two situations when you should send us copies of receipts to let us know about payments you have made for your drugs:

1. When you buy the drug for a price that is lower than our price

Sometimes when you are in the Coverage Gap Stage, you can buy your drug at a network pharmacy for a price that is lower than our price.

- For example, a pharmacy might offer a special price on the drug. Or you may have a discount card that is outside our benefit that offers a lower price.
- Unless special conditions apply, you must use a network pharmacy in these situations and your drug must be on our Drug List.
- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** If you are in the Coverage Gap Stage, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

2. When you get a drug through a patient assistance program offered by a drug manufacturer

Some members are enrolled in a patient assistance program offered by a drug manufacturer that is outside our plan benefits. If you get any drugs through a program offered by a drug manufacturer, you may pay a copayment to the patient assistance program.

- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** Because you are getting your drug through the patient assistance program and not through our plan's benefits, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

Since you are not asking for payment in the cases described above, these situations are not considered coverage decisions. Therefore, you cannot make an appeal if you disagree with our decision.

CHAPTER 8. Your rights and responsibilities

SECTION 1. We must honor your rights as a member of our plan	153
Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)	153
Section 1.2 We must treat you with fairness and respect at all times	153
Section 1.3 We must ensure that you get timely access to your covered services and drugs	153
Section 1.4 We must protect the privacy of your personal health information.....	154
Section 1.5 We must give you information about our plan, our network of providers, and your covered services	155
Section 1.6 We must support your right to make decisions about your care	156
Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made	158
Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?	158
Section 1.9 How to get more information about your rights.....	159
Section 1.10 Information about new technology assessments	159
SECTION 2. You have some responsibilities as a member of our plan.....	159
Section 2.1 What are your responsibilities?	159

SECTION 1. We must honor your rights as a member of our plan

Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)

To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

Our plan has people and free language interpreter services available to answer questions from non-English-speaking members. We can also give you information in Braille or large print, if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about our plan's benefits that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call **1-877-486-2048**.

Section 1.2 We must treat you with fairness and respect at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. We do not discriminate based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** (TTY **1-800-537-7697**) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

Section 1.3 We must ensure that you get timely access to your covered services and drugs

As a member of our plan, you have the right to choose a primary care provider (PCP) in our network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Member Services to learn which doctors are accepting new patients (phone numbers are printed on the back cover of this booklet). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral, as well as other primary care providers described in Chapter 3, Section 2.2.

As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care. You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.

If you think that you are not getting your medical care or Part D drugs within a reasonable amount of time, Chapter 9, Section 10, of this booklet tells you what you can do. (If we have denied coverage for your medical care or drugs and you don't agree with our decision, Chapter 9, Section 4, tells you what you can do.)

Section 1.4 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in our plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "Notice of Privacy Practices," that tells you about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, we are required to get written permission from you first. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - ◆ For example, we are required to release health information to government agencies that are checking on quality of care.
 - ◆ Because you are a member of our plan through Medicare, we are required to give Medicare your health information, including information about your Part D prescription drugs. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held by our plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.5 We must give you information about our plan, our network of providers, and your covered services

As a member of our plan, you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in Braille or in large print.)

If you want any of the following kinds of information, please call Member Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about our plan's financial condition. It also includes information about the number of appeals made by members and our plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our network providers, including our network pharmacies.**
 - ◆ For example, you have the right to get information from us about the qualifications of the providers in our network and how we pay the providers in our network.
 - ◆ For a list of the providers in our network, see the **Provider Directory**.
 - ◆ For a list of the pharmacies in our network, see the **Pharmacy Directory**.
 - ◆ For more detailed information about our providers or pharmacies, you can call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at kp.org/directory.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - ◆ In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - ◆ To get the details about your Part D prescription drug coverage, see Chapters 5 and 6 of this booklet plus our plan's Drug List. These chapters, together with the Drug List, tell you what drugs are covered and explain the rules you must follow and the restrictions to your coverage for certain drugs.
 - ◆ If you have questions about the rules or restrictions, please call Member Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - ◆ If a medical service or Part D drug is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service or drug from an out-of-network provider or pharmacy.

- ◆ If you are not happy or if you disagree with a decision we make about what medical care or Part D drug is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 9 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 9 also tells you about how to make a complaint about quality of care, waiting times, and other concerns.)
- ◆ If you want to ask us to pay our share of a bill you have received for medical care or a Part D prescription drug, see Chapter 7 of this booklet.

Section 1.6 We must support your right to make decisions about your care

You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices in a way that you can understand.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan. It also includes being told about programs our plan offers to help members manage their medications and use drugs safely.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say "no."** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. You also have the right to stop taking your medication. Of course, if you refuse treatment or stop taking a medication, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 9 of this booklet tells you how to ask us for a coverage decision.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can:

- Fill out a written form to give someone the legal authority to make medical decisions for you if you ever become unable to make decisions for yourself.
- Give your doctors written instructions about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "**advance directives**." There are different types of advance directives and different names for them. Documents called "**living will**" and "**power of attorney for health care**" are examples of advance directives.

If you want to use an "advance directive" to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. You can also contact Member Services to ask for the forms (phone numbers are printed on the back cover of this booklet).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, take a copy with you to the hospital.

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

District of Columbia Residents: Delmarva Foundation of the District of Columbia 924 Centreville Road Easton, MD 21601	Maryland Residents: Maryland Insurance Administration Consumer Complaint Investigation 200 St. Paul Place, Suite 2700 Baltimore, MD 21202	Virginia Residents: State Corporation Commission Virginia Bureau of Insurance P.O. Box 1157 Richmond, VA 23218
---	--	---

Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 9 of this booklet tells you what you can do. It gives you the details about how to deal with all types of problems and complaints.

What you need to do to follow up on a problem or concern depends upon the situation. You might need to ask us to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do—ask for a coverage decision, make an appeal, or make a complaint—we are required to treat you fairly.

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** or TTY **1-800-537-7697**, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, and it's not about discrimination, you can get help dealing with the problem you are having:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.9 How to get more information about your rights

There are several places where you can get more information about your rights:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact Medicare:
 - ♦ You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at <http://www.medicare.gov/Pubs/pdf/11534.pdf>.)
 - ♦ Or you can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.10 Information about new technology assessments

Rapidly changing technology affects health care and medicine as much as any other industry. To determine whether a new drug or other medical development has long-term benefits, our plan carefully monitors and evaluates new technologies for inclusion as covered benefits. These technologies include medical procedures, medical devices, and new drugs.

SECTION 2. You have some responsibilities as a member of our plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of our plan are listed below. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this **Evidence of Coverage** booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - ♦ Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
 - ♦ Chapters 5 and 6 give the details about your coverage for Part D prescription drugs.
- **If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.** Please call Member Services to let us know (phone numbers are printed on the back cover of this booklet).
 - ♦ We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is

called "coordination of benefits" because it involves coordinating the health and drug benefits you get from us with any other health and drug benefits available to you. We'll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)

- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care or Part D prescription drugs.
 - ◆ Notifying out-of-network providers when seeking care (unless it is an emergency) that although you are enrolled in our plan, the provider should bill Original Medicare. You should present your membership card and your Medicare card.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - ◆ To help your doctors and other health care providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.
 - ◆ Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
 - ◆ If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - ◆ You must pay your plan premiums to continue being a member of our plan (see Chapter 1, Section 4.1).
 - ◆ In order to be eligible for our plan, you must have Medicare Part B (or both Part A and Part B). For that reason, some plan members must pay a premium for Medicare Part A and most plan members must pay a premium for Medicare Part B to remain a member of our plan.
 - ◆ For most of your medical services or drugs covered by our plan, you must pay your share of the cost when you get the service or drug. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 4 tells you what you must pay for your medical services. Chapter 6 tells you what you must pay for your Part D prescription drugs.
 - ◆ If you get any medical services or drugs that are not covered by our plan or by other insurance you may have, you must pay the full cost.
 - ◆ If you disagree with our decision to deny coverage for a service or drug, you can make an appeal. Please see Chapter 9 of this booklet for information about how to make an appeal.
 - ◆ If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.

-
- ◆ If you are required to pay the extra amount for Part D because of your yearly income, you must pay the extra amount directly to the government to keep your prescription drug coverage.
 - **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Member Services (phone numbers are printed on the back cover of this booklet).
 - ◆ If you move outside of our plan service area, you cannot remain a member of our plan. (Chapter 1 tells you about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a special enrollment period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
 - ◆ If you move within our service area, we still need to know so we can keep your membership record up-to-date and know how to contact you.
 - ◆ If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
 - **Call Member Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
 - ◆ Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
 - ◆ For more information about how to reach us, including our mailing address, please see Chapter 2.

**CHAPTER 9. What to do if you have a problem or complaint
(coverage decisions, appeals, and complaints)**

Background 165

SECTION 1. Introduction 165

Section 1.1 What to do if you have a problem or concern 165

Section 1.2 What about the legal terms? 165

**SECTION 2. You can get help from government organizations that are
not connected with us 166**

Section 2.1 Where to get more information and personalized assistance 166

SECTION 3. To deal with your problem, which process should you use?..... 166

Section 3.1 Should you use the process for coverage decisions and appeals? Or should
you use the process for making complaints? 166

Coverage decisions and appeals 167

SECTION 4. A guide to the basics of coverage decisions and appeals 167

Section 4.1 Asking for coverage decisions and making appeals—*The big picture* 167

Section 4.2 How to get help when you are asking for a coverage decision or making
an appeal 168

Section 4.3 Which section of this chapter gives the details for your situation? 169

**SECTION 5. Your medical care: How to ask for a coverage decision or
make an appeal 169**

Section 5.1 This section tells what to do if you have problems getting coverage for
medical care or if you want us to pay you back for our share of the cost of
your care 170

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to
authorize or provide the medical care coverage you want) 171

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of
a medical care coverage decision made by our plan) 174

Section 5.4 Step-by-step: How a Level 2 Appeal is done 176

Section 5.5 What if you are asking us to pay you for our share of a bill you have
received for medical care? 178

SECTION 6. Your Part D prescription drugs: How to ask for a coverage decision or make an appeal	179
Section 6.1 This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug	179
Section 6.2 What is an exception?	181
Section 6.3 Important things to know about asking for exceptions	182
Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception.....	183
Section 6.5 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a coverage decision made by our plan)	186
Section 6.6 Step-by-step: How to make a Level 2 Appeal.....	188
SECTION 7. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.....	190
Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights	190
Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date	191
Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date	194
Section 7.4 What if you miss the deadline for making your Level 1 Appeal?.....	195
SECTION 8. How to ask us to keep covering certain medical services if you think your coverage is ending too soon.....	197
Section 8.1 <i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services	197
Section 8.2 We will tell you in advance when your coverage will be ending.....	198
Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time.....	198
Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time.....	200
Section 8.5 What if you miss the deadline for making your Level 1 Appeal?.....	201
SECTION 9. Taking your appeal to Level 3 and beyond	204
Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals.....	204
Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals	205

Making complaints

207

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns..... 207

Section 10.1 What kinds of problems are handled by the complaint process?..... 207

Section 10.2 The formal name for "making a complaint" is "filing a grievance" 208

Section 10.3 Step-by-step: Making a complaint..... 209

Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization..... 210

Section 10.5 You can also tell Medicare about your complaint 210

Background

SECTION 1. Introduction

Section 1.1 What to do if you have a problem or concern

This chapter explains two types of processes for handling problems and concerns:

- For some types of problems, you need to use the process for coverage decisions and appeals.
- For other types of problems, you need to use the process for making complaints.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by you and us.

Which one do you use?

That depends upon the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says "making a complaint" rather than "filing a grievance," "coverage decision" rather than "organization determination" or "coverage determination," and "Independent Review Organization" instead of "Independent Review Entity." It also uses abbreviations as little as possible.

However, it can be helpful, and sometimes quite important, for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2. You can get help from government organizations that are not connected with us

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations, you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3, of this booklet.

You can also get help and information from Medicare

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- You can visit the Medicare website (<http://www.medicare.gov>).

SECTION 3. To deal with your problem, which process should you use?

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help you with your specific problem or concern, *START HERE*:

Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care or prescription drugs are covered or not, the way in which they are covered, and problems related to payment for medical care or prescription drugs.)

- **Yes, my problem is about benefits or coverage:**

Go to the next section in this chapter, Section 4: "A guide to the basics of coverage decisions and appeals."

- **No, my problem is not about benefits or coverage:**

Skip ahead to Section 10 at the end of this chapter: "How to make a complaint about quality of care, waiting times, customer service, or other concerns."

Coverage decisions and appeals

SECTION 4. A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals—*The big picture*

The process for coverage decisions and appeals deals with problems related to your benefits and coverage for medical services and prescription drugs, including problems related to payment. This is the process you use for issues such as whether something is covered or not, and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or drugs. For example, your network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision, if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a service or drug is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision.

If we say *no* to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

Section 4.2 How to get help when you are asking for a coverage decision or making an appeal

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call Member Services** (phone numbers are printed on the back cover of this booklet).
- To get free help from an independent organization that is not connected with our plan, **contact your State Health Insurance Assistance Program** (see Section 2 in this chapter).
- **Your doctor can make a request for you.**
 - ◆ For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
 - ◆ For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 or Level 2 Appeal on your behalf. To request any appeal after Level 2, your doctor or other prescriber must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your "representative" to ask for a coverage decision or make an appeal.
 - ◆ There may be someone who is already legally authorized to act as your representative under state law.
 - ◆ If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. (The form is also

available on Medicare's website at

<http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>.) The form gives that person permission to act on your behalf. It must be signed by you and by the person whom you would like to act on your behalf. You must give us a copy of the signed form.

- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, you are not required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

Section 4.3 Which section of this chapter gives the details for your situation?

There are four different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- Section 5 in this chapter: "Your medical care: How to ask for a coverage decision or make an appeal."
- Section 6 in this chapter: "Your Part D prescription drugs: How to ask for a coverage decision or make an appeal."
- Section 7 in this chapter: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- Section 8 in this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (applies to these services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services).

If you're not sure which section you should be using, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)." To keep things simple, we generally refer to "medical care coverage" or "medical care" in the rest of this section, instead of repeating "medical care or treatment or services" every time.

If you have a complaint about a bill when you receive care from an out-of-network provider, the appeals process described will not apply, unless you were directed to go to an out-of-network provider by the plan or one of the network providers for care covered by our plan (for example, an authorized referral).

You should refer to the notice of the service (called the "Medicare Summary Notice") you receive from Original Medicare. The Medicare Summary Notice provides information on how to appeal a decision made by Original Medicare.

This section tells you what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. We will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by our plan.
3. You have received medical care or services that you believe should be covered by our plan, but we have said we will not pay for this care.
4. You have received and paid for medical care or services that you believe should be covered by our plan, and you want to ask us to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.

Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:

- **Chapter 9, Section 7:** "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- **Chapter 9, Section 8:** "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.

For all other situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you want to find out whether we will cover the medical care or services you want?	You can ask us to make a coverage decision for you. Go to the next section in this chapter, Section 5.2 .
Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for?	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 5.3 in this chapter.
Do you want to ask us to pay you back for medical care or services you have already received and paid for?	You can send us the bill. Skip ahead to Section 5.5 in this chapter.

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want)

Legal Terms
When a coverage decision involves your medical care, it is called an " organization determination ."

Step 1: You ask us to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a "fast coverage decision."

Legal Terms
A "fast coverage decision" is called an " expedited determination ."

How to request coverage for the medical care you want

- Start by calling, writing, or faxing us to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days after we receive your request.**

- However, we can take up to 14 more calendar days if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)

If your health requires it, ask us to give you a "fast coverage decision"

- **A fast coverage decision means we will answer within 72 hours.**
 - ◆ However, we can take up to 14 more calendar days if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for coverage for medical care you have not yet received. (You cannot get a fast coverage decision if your request is about payment for medical care you have already received.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor tells us that your health requires a "fast coverage decision," we will automatically agree to give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor's support, we will decide whether your health requires that we give you a fast coverage decision.**
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a "fast coverage decision"

- Generally, for a fast coverage decision, we will give you our answer **within 72 hours**.
 - ♦ As explained above, **we can take up to 14 more calendar days** under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a detailed written explanation as to why we said no.

Deadlines for a "standard coverage decision"

- Generally, for a standard coverage decision, we will give you our answer **within 14 calendar days of receiving your request**.
 - ♦ We can take up to 14 more calendar days ("an extended time period") under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 14 calendar days after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no.

Step 3: If we say *no* to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say *no*, you have the right to ask us to reconsider, and perhaps change this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)

Legal Terms

An appeal to our plan about a medical care coverage decision is called a plan "**reconsideration**."

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start an appeal, you, your doctor, or your representative must contact us.** For details about how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
 - ◆ If you have someone appealing our decision for you other than your doctor, your appeal must include an "Appointment of Representative" form authorizing this person to represent you. To get the form, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. It is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>. While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision.
- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision.

If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.

- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
 - ◆ If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal" (you can make a request by calling us)

Legal Terms
A "fast appeal" is also called an " expedited reconsideration. "

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a "fast appeal."
- The requirements and procedures for getting a "fast appeal" are the same as those for getting a "fast coverage decision." To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a "fast appeal," we will give you a fast appeal.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said *no* to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a "fast appeal"

- When we are using the fast deadlines, we must give you our answer **within 72 hours** after we receive your appeal. We will give you our answer sooner if your health requires us to do so.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days.** If we decide to take extra days to make the decision, we will tell you in writing.
 - ◆ If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.

- **If our answer is *yes* to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is *no* to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - ♦ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you an answer by the deadline above, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- If our answer is *no* to part or all of what you requested, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Step 3: If our plan says *no* to part or all of your appeal, your case will automatically be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said *no* to your appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

Section 5.4 Step-by-step: How a Level 2 Appeal is done

If we say *no* to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: The Independent Review Organization reviews your appeal.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- We will send the information about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

If you had a "fast appeal" at Level 1, you will also have a "fast appeal" at Level 2

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 72 hours of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

If you had a "standard appeal" at Level 1, you will also have a "standard appeal" at Level 2

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 30 calendar days of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

Step 2: The Independent Review Organization gives you their answer.

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- If the review organization says **yes** to part or all of what you requested, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization.
- If this organization says **no** to part or all of your appeal, it means they agree with us that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision." It is also called "turning down your appeal.")
 - ♦ If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the

Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you got after your Level 2 Appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading Chapter 7 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." Chapter 7 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells you how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 4.1 in this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service; see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)." We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: "Using our plan's coverage for your medical services").

We will say *yes* or *no* to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or if you haven't paid for the services, we will send the payment directly to the provider. (When we send the payment, it's the same as saying *yes* to your request for a coverage decision.)
- If the medical care is not covered, or you did not follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3 of this chapter. Go to this part for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is *yes* at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

SECTION 6. Your Part D prescription drugs: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 6.1 This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug

Your benefits as a member of our plan include coverage for many prescription drugs. Please refer to our **Kaiser Permanente 2016 Abridged Formulary** or **Kaiser Permanente 2016 Comprehensive Formulary**. To be covered, the drug must be used for a medically accepted indication. (A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.)

- **This section is about your Part D drugs only.** To keep things simple, we generally say "drug" in the rest of this section, instead of repeating "covered outpatient prescription drug" or "Part D drug" every time.
- For details about what we mean by Part D drugs, the **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**, rules and restrictions on coverage, and cost information, see Chapter 5 ("Using our plan's coverage for your Part D prescription drugs") and Chapter 6 ("What you pay for your Part D prescription drugs").

Part D coverage decisions and appeals

As discussed in Section 4 of this chapter, a coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs.

Legal Terms

An initial coverage decision about your Part D drugs is called a " coverage determination. "

Here are examples of coverage decisions you ask us to make about your Part D drugs:

- You ask us to make an exception, including:
 - ◆ Asking us to cover a Part D drug that is not on our **Kaiser Permanente 2016 Comprehensive Formulary**.
 - ◆ Asking us to waive a restriction on our plan's coverage for a drug (such as limits on the amount of the drug you can get).
 - ◆ Asking to pay a lower cost-sharing amount for a covered nonpreferred drug.
- You ask us whether a drug is covered for you and whether you meet the requirements for coverage. For example, when your drug is on our **Kaiser Permanente 2016 Comprehensive Formulary**, but we require you to get approval from us before we will cover it for you.
 - ◆ **Please note:** If your pharmacy tells you that your prescription cannot be filled as written, you will get a written notice explaining how to contact us to ask for a coverage decision.
- You ask us to pay for a prescription drug you already bought. This is a request for a coverage decision about payment.

If you disagree with a coverage decision we have made, you can appeal our decision.

This section tells you both how to ask for coverage decisions and how to request an appeal.

Use the chart below to help you determine which part has information for your situation:

Which of these situations are you in?

Do you need a drug that isn't on our Drug List or need us to waive a rule or restriction on a drug we cover?	Do you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need?	Do you want to ask us to pay you back for a drug you have already received and paid for?	Have we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for?
You can ask us to make an exception. (This is a type of coverage decision.) Start with Section 6.2 in this chapter.	You can ask us for a coverage decision. Skip ahead to Section 6.4 in this chapter.	You can ask us to pay you back. (This is a type of coverage decision.) Skip ahead to Section 6.4 in this chapter.	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 6.5 in this chapter.

Section 6.2 What is an exception?

If a drug is not covered in the way you would like it to be covered, you can ask us to make an **"exception."** An exception is a type of coverage decision. Similar to other types of coverage decisions, if we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. We will then consider your request. Here are three examples of exceptions that you or your doctor or other prescriber can ask us to make:

- 1. Covering a Part D drug for you that is not on our Kaiser Permanente 2016 Comprehensive Formulary.** (We call it the "Drug List" for short.)

Legal Terms

Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a **"formulary exception."**

- If we agree to make an exception and cover a drug that is not on the Drug List, you will need to pay the cost-sharing amount that applies to drugs in Tier 3 (preferred brand-name drugs). You cannot ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 2. Removing a restriction on our coverage for a covered drug.** There are extra rules or restrictions that apply to certain drugs on our **Kaiser Permanente 2016 Abridged**

Formulary and **Kaiser Permanente 2016 Comprehensive Formulary** (for more information, go to Chapter 5 and look for Section 4).

Legal Terms
Asking for removal of a restriction on coverage for a drug is sometimes called asking for a " formulary exception. "

- The extra rules and restrictions on coverage for certain drugs include:
 - ♦ Getting **plan approval in advance** before we will agree to cover the drug for you. (This is sometimes called "prior authorization.")
- If we agree to make an exception and waive a restriction for you, you can ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 3. **Changing coverage of a drug to a lower cost-sharing tier.** Every drug on our Drug List is in one of six cost-sharing tiers. In general, the lower the cost-sharing tier number, the less you will pay as your share of the cost of the drug.

Legal Terms
Asking to pay a lower price for a covered nonpreferred drug is sometimes called asking for a " tiering exception. "

- If your drug is in Tier 2 (generic drugs), you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 1 (preferred generic drugs). This would lower your share of the cost for the drug.
- If your drug is in Tier 4 (nonpreferred brand-name drugs), you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 3 (preferred brand-name drugs). This would lower your share of the cost for the drug.
- You cannot ask us to change the cost-sharing tier for any drug in Tier 5 (specialty-tier drugs).

Section 6.3 Important things to know about asking for exceptions

Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These different possibilities are called "**alternative**" drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally not approve your request for an exception.

We can say yes or no to your request

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say **no** to your request for an exception, you can ask for a review of our decision by making an appeal. Section 6.5 tells you how to make an appeal if we say no.

The next section tells you how to ask for a coverage decision, including an exception.

Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception

Step 1: You ask us to make a coverage decision about the drug(s) or payment you need. If your health requires a quick response, you must ask us to make a "fast coverage decision." You cannot ask for a fast coverage decision if you are asking us to pay you back for a drug you already bought.

What to do:

- **Request the type of coverage decision you want.** Start by calling, writing, or faxing us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can also access the coverage decision process through our website. For the details, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs." Or if you are asking us to pay you back for a drug, go to the section called "Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received."
- **You or your doctor or someone else who is acting on your behalf** can ask for a coverage decision. Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative. You can also have a lawyer act on your behalf.
- **If you want to ask us to pay you back for a drug**, start by reading Chapter 7 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." Chapter 7 describes the situations in which you may need to ask for reimbursement. It also tells you how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- **If you are requesting an exception, provide the "supporting statement."** Your doctor or other prescriber must give us the medical reasons for the drug exception you are requesting. (We call this the "supporting statement.") Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing a written statement if necessary. See Sections 6.2 and 6.3 for more information about exception requests.
- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.

If your health requires it, ask us to give you a "fast coverage decision"

Legal Terms

A "fast coverage decision" is called an " expedited coverage determination. "
--

- When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. A standard coverage decision means we will give you an answer **within 72 hours after we receive your doctor's statement**. A fast coverage decision means we will answer within 24 hours after we receive your doctor's statement.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for a drug you have not yet received. (You cannot get a fast coverage decision if you are asking us to pay you back for a drug you have already bought.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor or other prescriber tells us that your health requires a "fast coverage decision,"** we will automatically agree to give you a fast coverage decision.
- **If you ask for a fast coverage decision on your own** (without your doctor's or other prescriber's support), we will decide whether your health requires that we give you a fast coverage decision.
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor or other prescriber asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell you how you can file a complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. It tells you how to file a "fast complaint," which means you would get our answer to your complaint within 24 hours of receiving the complaint. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, see Section 10 in this chapter.)

Step 2: We consider your request and we give you our answer.

Deadlines for a "fast coverage decision"

- If we are using the fast deadlines, we must give you our answer **within 24 hours**.
 - ◆ Generally, this means within 24 hours after we receive your request. If you are requesting an exception, we will give you our answer within 24 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later

in this section, we talk about this review organization and explain what happens at Appeal Level 2.

- If our answer is **yes** to part or all of what you requested, we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor's statement supporting your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

*Deadlines for a "**standard** coverage decision" about a drug you have not yet received*

- If we are using the standard deadlines, we must give you our answer **within 72 hours**.
 - ♦ Generally, this means within 72 hours after we receive your request. If you are requesting an exception, we will give you our answer within 72 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - ♦ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is **yes** to part or all of what you requested:
 - ♦ If we approve your request for coverage, we must provide the coverage we have agreed to provide within 72 hours after we receive your request or doctor's statement supporting your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

*Deadlines for a "**standard** coverage decision" about payment for a drug you have already bought*

- We must give you our answer **within 14 calendar days** after we receive your request.
 - ♦ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is **yes** to part or all of what you requested, we are also required to make payment to you within 14 calendar days after we receive your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Step 3: If we say *no* to your coverage request, you decide if you want to make an appeal.

- If we say no, you have the right to request an appeal. Requesting an appeal means asking us to reconsider—and possibly change—the decision we made.

Section 6.5 Step-by-step: How to make a Level 1 Appeal

(how to ask for a review of a coverage decision made by our plan)

Legal Terms

An appeal to our plan about a Part D drug coverage decision is called a plan "**redetermination.**"

Step 1: You contact us and make your Level 1 Appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start your appeal, you (or your representative or your doctor or other prescriber) must contact us.**
 - ◆ For details about how to reach us by phone, fax, or mail, or on our website for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **If you are asking for a standard appeal, make your appeal by submitting a written request.**
- **If you are asking for a fast appeal, you may make your appeal in writing or you may call us at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."**
- We must accept any written request, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information in your appeal and add more information.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
 - ◆ If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal"

Legal Terms
A "fast appeal" is also called an " expedited redetermination. "

- If you are appealing a decision we made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a "fast appeal."
- The requirements for getting a "fast appeal" are the same as those for getting a "fast coverage decision" in Section 6.4 of this chapter.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your coverage request. We check to see if we were following all the rules when we said *no* to your request. We may contact you or your doctor or other prescriber to get more information.

Deadlines for a "fast appeal"

- If we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires it.
 - ♦ If we do not give you an answer within 72 hours, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our **answer is yes** to part or all of what you requested, we must provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- If our **answer is no** to part or all of what you requested, we will send you a written statement that explains why we said *no* and how to appeal our decision.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 7 calendar days after we receive your appeal**. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so. If you believe your health requires it, you should ask for a "fast appeal."
- If we do not give you a decision within 7 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we tell you about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested:
 - ♦ If we approve a request for coverage, we must provide the coverage we have agreed to provide as quickly as your health requires, but no later than 7 calendar days after we receive your appeal.

- ◆ If we approve a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive your appeal request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said **no** and how to appeal our decision.

Step 3: If we say *no* to your appeal, you decide if you want to continue with the appeals process and make *another* appeal.

- If we say **no** to your appeal, you then choose whether to accept this decision or continue by making another appeal.

If you decide to make another appeal, it means your appeal is going on to Level 2 of the appeals process (see below).

Section 6.6 Step-by-step: How to make a Level 2 Appeal

If we say **no** to your appeal, you then choose whether to accept this decision or continue by making another appeal. If you decide to go on to a Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: To make a Level 2 Appeal, you (or your representative or your doctor or other prescriber) must contact the Independent Review Organization and ask for a review of your case.

- If we say **no** to your Level 1 Appeal, the written notice we send you will include instructions about how to make a Level 2 Appeal with the Independent Review Organization. These instructions will tell you who can make this Level 2 Appeal, what deadlines you must follow, and how to reach the review organization.
- When you make an appeal to the Independent Review Organization, we will send the information we have about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.

Step 2: The Independent Review Organization does a review of your appeal and gives you an answer.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This

organization is a company chosen by Medicare to review our decisions about your Part D benefits with us.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal. The organization will tell you its decision in writing and explain the reasons for it.

Deadlines for "fast appeal" at Level 2

- If your health requires it, ask the Independent Review Organization for a "fast appeal."
- If the review organization agrees to give you a fast appeal, the review organization must give you an answer to your Level 2 Appeal **within 72 hours after it receives your appeal request.**
- **If the Independent Review Organization says *yes* to part or all of what you requested,** we must provide the drug coverage that was approved by the review organization within 24 hours after we receive the decision from the review organization.

Deadlines for "standard appeal" at Level 2

- If you have a standard appeal at Level 2, the review organization must give you an answer to your Level 2 Appeal **within 7 calendar days after it receives your appeal.**
- If the Independent Review Organization says *yes* to part or all of what you requested:
 - ♦ If the Independent Review Organization approves a request for coverage, we must provide the drug coverage that was approved by the review organization within 72 hours after we receive the decision from the review organization.
 - ♦ If the Independent Review Organization approves a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive the decision from the review organization.

What if the review organization says *no* to your appeal?

If this organization says *no* to your appeal, it means the organization agrees with our decision not to approve your request. (This is called "upholding the decision." It is also called "turning down your appeal.")

If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the drug coverage you are requesting must meet a minimum amount. If the dollar value of the drug coverage you are requesting is too low, you cannot make another appeal and the decision at Level 2 is final. The notice you get from the Independent Review Organization will tell you the dollar value that must be in dispute to continue with the appeals process.

Step 3: If the dollar value of the coverage you are requesting meets the requirement, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third

appeal. If you decide to make a third appeal, the details about how to do this are in the written notice you got after your second appeal.

- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 7. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "**discharge date.**"
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

During your covered hospital stay, you will be given a written notice called **An Important Message from Medicare about Your Rights**. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- Read this notice carefully and ask questions if you don't understand it. It tells you about your rights as a hospital patient, including:
 - ◆ Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
 - ◆ Your right to be involved in any decisions about your hospital stay, and know who will pay for it.
 - ◆ Where to report any concerns you have about quality of your hospital care.

- ◆ Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

Legal Terms

The written notice from Medicare tells you how you can " request an immediate review. " Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 7.2 below tells you how you can request an immediate review.)

- **You must sign the written notice** to show that you received it and understand your rights.
 - ◆ You or someone who is acting on your behalf must sign the notice. (Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative.)
 - ◆ Signing the notice shows **only** that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice does **not** mean you are agreeing on a discharge date.
- **Keep your copy** of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.
 - ◆ If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
 - ◆ To look at a copy of this notice in advance, you can call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. You can also see it online at **<http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>**.

Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.

It checks to see if your planned discharge date is medically appropriate for you.

Step 1: Contact the Quality Improvement Organization for your state and ask for a "fast review" of your hospital discharge. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

How can you contact this organization?

- The written notice you received (**An Important Message from Medicare About Your Rights**) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization **before** you leave the hospital and **no later than your planned discharge date**. (Your "planned discharge date" is the date that has been set for you to leave the hospital.)
 - ♦ **If you meet this deadline**, you are allowed to stay in the hospital after your discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.
 - ♦ **If you do not meet this deadline**, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 7.4.

Ask for a "fast review":

- You must ask the Quality Improvement Organization for a "fast review" of your discharge. Asking for a "fast review" means you are asking for the organization to use the "fast" deadlines for an appeal instead of using the standard deadlines.

Legal Terms
A "fast review" is also called an "immediate review" or an "expedited review."

Step 2: The Quality Improvement Organization conducts an independent review of your case.*What happens during this review?*

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives you your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

Legal Terms

This written explanation is called the "**Detailed Notice of Discharge**." You can get a sample of this notice by calling Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048**.) Or you can see a sample notice online at <http://www.cms.hhs.gov/BNI/>.

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.*What happens if the answer is **yes**?*

- If the review organization says **yes** to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet.)

*What happens if the answer is **no**?*

- If the review organization says **no** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for your **inpatient hospital services will end** at noon on the day after the Quality Improvement Organization gives you its answer to your appeal.
- If the review organization says **no** to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost of hospital care** you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to "Level 2" of the appeals process.

Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 calendar days** after the day the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

*If the review organization says **yes**:*

- We must reimburse you for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- You must continue to pay your share of the costs and coverage limitations may apply.

*If the review organization says **no**:*

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further by going on to Level 3.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 7.4 What if you miss the deadline for making your Level 1 Appeal?**You can appeal to us instead**

As explained above in Section 7.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. ("Quickly" means before you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Legal Terms

A "fast review" (or "fast appeal") is also called an "**expedited appeal**."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, **go to Chapter 2**, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of your planned discharge date, checking to see if it was medically appropriate.

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
- **If you stayed in the hospital after your planned discharge date, then you may have to pay the full cost of hospital care you received after the planned discharge date.**

*Step 4: If we say **no** to your fast appeal, your case will automatically be sent on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that you are **automatically** going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 10 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The Independent Review Organization is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency.

This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- If this **organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue our plan's coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with us that your planned hospital discharge date was medically appropriate.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by a judge.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say **no** to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 8. How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 8.1 This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services

This section is **only** about the following types of care:

- **Home health care services** you are getting.
- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a "skilled nursing facility," see Chapter 12, "Definitions of important words.")
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 12, "Definitions of important words.")

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information about your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, **we will stop paying our share of the cost for your care.**

If you think we are ending the coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Section 8.2 We will tell you in advance when your coverage will be ending

- **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
 - ♦ The written notice tells you the date when we will stop covering the care for you.
 - ♦ The written notice also tells you what you can do if you want to ask us to change this decision about when to end your care, and keep covering it for a longer period of time.

Legal Terms

In telling you what you can do, the written notice is telling how you can request a "**fast-track appeal.**" Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 8.3 below tells you how you can request a fast-track appeal.)

The written notice is called the "**Notice of Medicare Non-Coverage.**" To get a sample copy, call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048.**) Or see a copy online at <http://www.cms.hhs.gov/BNI/>.

- You must sign the written notice to show that you received it.
 - ♦ You or someone who is acting on your behalf must sign the notice. (Section 4 tells you how you can give written permission to someone else to act as your representative.)
 - ♦ Signing the notice shows **only** that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with us that it's time to stop getting the care.

Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 10 in this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.

Step 1: Make your Level 1 Appeal: Contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care experts who are paid by the federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

How can you contact this organization?

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

What should you ask for?

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

Your deadline for contacting this organization.

- You must contact the Quality Improvement Organization to start your appeal no later than noon of the day after you receive the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 8.5 in this chapter.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage

for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.

- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers inform us of your appeal, you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

Legal Terms
This notice of explanation is called the " Detailed Explanation of Non-Coverage. "

Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

*What happens if the reviewers say **yes** to your appeal?*

- If the reviewers say *yes* to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

*What happens if the reviewers say **no** to your appeal?*

- If the reviewers say *no* to your appeal, then **your coverage will end** on the date we have told you. We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after this date when your coverage ends, **then you will have to pay the full cost of this care yourself.**

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say *no* to your Level 1 Appeal, and you choose to continue getting care after your coverage for the care has ended, then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.

Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time
--

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization

turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.

*What happens if the review organization says **yes** to your appeal?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says **no**?*

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 8.5 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 8.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A "fast review" (or "fast appeal") is also called an " expedited appeal ."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending our plan's coverage for services you were receiving.
- We will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say yes to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say no to your fast appeal**, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end, **then you will have to pay the full cost of this care yourself.**

*Step 4: If we say **no** to your fast appeal, your case will automatically go on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, **we are required to send your appeal to the Independent Review Organization.** When we do this, it means that you are automatically going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 10 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The **Independent Review Organization** is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with the decision our plan made to your first appeal and will not change it.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say **no** to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 9. Taking your appeal to Level 3 and beyond

Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the administrative law judge says *yes* to your appeal, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 4. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the judge's decision.
 - ◆ If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the administrative law judge says *no* to your appeal, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.

- ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says **no** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, or if the Appeals Council denies our request to review a favorable Level 3 Appeal decision, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Appeals Council's decision.
 - ◆ If we decide to appeal the decision, we will let you know in writing.
- **If the answer is *no* or if the Appeals Council denies the review request, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says **no** to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the administrative appeals process.

Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the value of the drug you have appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. If the dollar amount is less, you cannot appeal any further. The written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the administrative law judge within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may *not* be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says ***no*** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the Appeals Council within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may *not* be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says ***no*** to your appeal or denies your request to review the appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the appeals process.

Making complaints

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns



If your problem is about decisions related to benefits, coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 in this chapter.

Section 10.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive.

If you have a complaint regarding a service provided by a hospital or skilled nursing facility that is not part of our network, follow the complaint process established by Original Medicare. However, if you have a complaint involving a network hospital or skilled nursing facility (or you were directed to go to an out-of-network hospital or skilled nursing facility by our plan or one of the network providers), you will follow the instructions contained in this section. This is true even if you received a Medicare Summary Notice indicating that a claim was processed but not covered by Original Medicare. Furthermore, if you have a complaint regarding an emergency or urgently needed service, or the cost-sharing for hospital or skilled nursing facility services, you will follow the instructions contained in this section.

Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can "make a complaint":

- **Quality of your medical care**
 - ◆ Are you unhappy with the quality of care you have received (including care in the hospital)?
- **Respecting your privacy**
 - ◆ Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?
- **Disrespect, poor customer service, or other negative behaviors**
 - ◆ Has someone been rude or disrespectful to you?
 - ◆ Are you unhappy with how our Member Services has treated you?
 - ◆ Do you feel you are being encouraged to leave our plan?
- **Waiting times**
 - ◆ Are you having trouble getting an appointment, or waiting too long to get it?

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- ◆ Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by Member Services or other staff at our plan?
- ◆ Examples include waiting too long on the phone, in the waiting room, when getting a prescription, or in the exam room.
- **Cleanliness**
 - ◆ Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
- **Information you get from our plan**
 - ◆ Do you believe we have not given you a notice that we are required to give?
 - ◆ Do you think written information we have given you is hard to understand?

Timeliness (these types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)

The process of asking for a coverage decision and making appeals is explained in Sections 4–9 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:

- If you have asked us to give you a "fast coverage decision" or a "fast appeal," and we have said we will not, you can make a complaint.
- If you believe our plan is not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.
- When a coverage decision we made is reviewed and our plan is told that we must cover or reimburse you for certain medical services or drugs, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.
- When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 10.2 The formal name for "making a complaint" is "filing a grievance"

Legal Terms

- What this section calls a "complaint" is also called a "grievance."
- Another term for "making a complaint" is "filing a grievance."
- Another way to say "using the process for complaints" is "using the process for filing a grievance."

Section 10.3 Step-by-step: Making a complaint**Step 1: Contact us promptly—either by phone or in writing.**

- **Usually calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Call toll-free **1-888-777-5536 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to you in writing. We will also respond in writing when you make a complaint by phone if you request a written response or your complaint is related to quality of care.
- **If you have a complaint, we will try to resolve your complaint over the phone.** If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. Your grievance must explain your concern, such as why you are dissatisfied with the services you received. Please see Chapter 2 for whom you should contact if you have a complaint.
 - ◆ You must submit your grievance to us (orally or in writing) within 60 calendar days of the event or incident. We must address your grievance as quickly as your health requires, but no later than 30 calendar days after receiving your complaint. We may extend the time frame to make our decision by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.
 - ◆ You can file a fast grievance about our decision not to expedite a coverage decision or appeal, or if we extend the time we need to make a decision about a coverage decision or appeal. We must respond to your fast grievance within 24 hours.
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
- **If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal,"** we will automatically give you a "fast complaint." If you have a "fast complaint," it means we will give you an answer **within 24 hours**.

Legal Terms

What this section calls a "**fast complaint**" is also called an "**expedited grievance**."

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.

- **Most complaints are answered in 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization

You can make your complaint about the quality of care you received to us by using the step-by-step process outlined above.

When your complaint is about quality of care, you also have two extra options:

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (without making the complaint to us).
 - ♦ The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.
 - ♦ To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

Section 10.5 You can also tell Medicare about your complaint

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call **1-800-MEDICARE (1-800-633-4227)**. TTY/TDD users can call **1-877-486-2048**.

CHAPTER 10. Ending your membership in our plan

SECTION 1. Introduction	212
Section 1.1 This chapter focuses on ending your membership in our plan.....	212
SECTION 2. When can you end your membership in our plan?	212
Section 2.1 You can end your membership at any time.....	212
Section 2.2 Where can you get more information about when you can end your membership?	213
SECTION 3. How do you end your membership in our plan?	213
Section 3.1 To end your membership, you must ask us in writing	213
SECTION 4. Until your membership ends, you must keep getting your medical services and drugs through our plan	214
Section 4.1 Until your membership ends, you are still a member of our plan	214
SECTION 5. We must end your membership in our plan in certain situations.....	215
Section 5.1 When must we end your membership in our plan?	215
Section 5.2 We <u>cannot</u> ask you to leave our plan for any reason related to your health.....	216
Section 5.3 You have the right to make a complaint if we end your membership in our plan	216

SECTION 1. Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in our plan may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- **You might leave our plan because you have decided that you want to leave.**
 - ◆ You can disenroll from our plan at any time. Section 2 tells you more about when you can end your membership in our plan.
 - ◆ The process for voluntarily ending your membership varies depending upon what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care and prescription drugs through our plan until your membership ends.

SECTION 2. When can you end your membership in our plan?

Section 2.1 You can end your membership at any time

You can disenroll from this plan at any time. You may switch to Original Medicare, or if you have a special enrollment period, you may enroll in a Medicare Advantage or another Medicare prescription drug plan. If you have Medicare prescription drug coverage through our plan, your Medicare prescription drug coverage will also end. Your membership will usually end on the last day of the month in which we receive your request to change your plan.

Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage means the coverage is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.) See Chapter 6, Section 9, for more information about the late enrollment penalty.

Section 2.2 Where can you get more information about when you can end your membership?

If you have any questions or would like more information about when you can end your membership:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can find the information in the **Medicare & You** 2016 handbook.
 - ◆ Everyone with Medicare receives a copy of **Medicare & You** each fall. Those new to Medicare receive it within a month after first signing up.
 - ◆ You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or you can order a printed copy by calling Medicare at the number below.
- You can contact **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3. How do you end your membership in our plan?

Section 3.1 To end your membership, you must ask us in writing

You may end your membership in our plan at any time during the year and change to Original Medicare. To end your membership, you must make a request in writing to us. Your membership will end on the last day of the month in which we receive your request. Contact us if you need more information on how to do this. If you have drug coverage through our plan and you leave our plan during the year, you will have the opportunity to join a Medicare prescription drug plan when you leave. The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> • Another Medicare health plan. 	<ul style="list-style-type: none"> • Enroll in the Medicare health plan. • You will automatically be disenrolled from our plan when your new plan's coverage begins.
<ul style="list-style-type: none"> • Original Medicare with a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet). Then contact the Medicare prescription drug plan that you want to enroll in and ask to be enrolled. • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and

If you would like to switch from our plan to:	This is what you should do:
	<p>ask to be disenrolled. TTY users should call 1-877-486-2048.</p> <ul style="list-style-type: none">• You will be disenrolled from our plan when your coverage in Original Medicare begins. If you join a Medicare prescription drug plan, that coverage should begin at this time as well.
<ul style="list-style-type: none">• Original Medicare without a separate Medicare prescription drug plan. <p>Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. See Chapter 6, Section 9, for more information about the late enrollment penalty.</p>	<ul style="list-style-type: none">• Send us a written request to disenroll. Contact Member Services if you need more information about how to do this (phone numbers are printed on the back cover of this booklet).• You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.• You will be disenrolled from our plan when your coverage in Original Medicare begins.

SECTION 4. Until your membership ends, you must keep getting your medical services and drugs through our plan

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave our plan, it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information about when your new coverage begins.) During this time, you must continue to get your medical care and prescription drugs through our plan.

- **You should continue to use our network pharmacies to get your prescriptions filled until your membership in our plan ends.** Usually, your prescription drugs are only covered if they are filled at a network pharmacy, including through our mail-order pharmacy services.
- If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged (even if you are discharged after your new health coverage begins).

- If you use out-of-network providers to obtain medical services, the services are covered under Original Medicare. You will be responsible for Original Medicare's cost-sharing for such services, with the exception of emergency and urgently needed services. If you get prescription drugs from an out-of-network provider, you will be responsible for the cost of the drug.

SECTION 5. We must end your membership in our plan in certain situations

Section 5.1 When must we end your membership in our plan?

We must end your membership in our plan if any of the following happen:

- If you do not stay continuously enrolled in Part B. Members must stay continuously enrolled in Part B.
- If you move out of our service area or if you are away from our service area for more than 90 days.
 - ♦ If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area. Phone numbers for Member Services are printed on the back cover of this booklet.
- If you become incarcerated (go to prison), we will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.
- If you lie about or withhold information about other insurance you have that provides prescription drug coverage, we may disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
 - ♦ If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you do not pay our plan premiums.
- If you are required to pay the extra Part D amount because of your income and you do not pay it, Medicare will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.

Where can you get more information?

If you have questions or would like more information about when we can end your membership:

- You can call Member Services for more information (phone numbers are printed on the back cover of this booklet).

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

We are not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in Chapter 9, Section 10, for information about how to make a complaint.

CHAPTER 11. Legal notices

SECTION 1. Notice about governing law.....	218
SECTION 2. Notice about nondiscrimination.....	218
SECTION 3. Notice about Medicare Secondary Payer subrogation rights.....	218
SECTION 4. Administration of this Evidence of Coverage	218
SECTION 5. Applications and statements.....	218
SECTION 6. Assignment.....	219
SECTION 7. Attorney and advocate fees and expenses	219
SECTION 8. Coordination of benefits	219
SECTION 9. Employer responsibility.....	219
SECTION 10. Evidence of Coverage binding on members.....	219
SECTION 11. Government agency responsibility.....	220
SECTION 12. Member nonliability.....	220
SECTION 13. No waiver	220
SECTION 14. Notices	220
SECTION 15. Overpayment recovery.....	220
SECTION 16. Third party liability	220
SECTION 17. U.S. Department of Veterans Affairs.....	221
SECTION 18. Workers' compensation or employer's liability benefits.....	221
SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance.....	222

SECTION 1. Notice about governing law

Many laws apply to this **Evidence of Coverage** and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2. Notice about nondiscrimination

We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare health plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

SECTION 3. Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Kaiser Permanente Medicare Plus, as a Medicare Cost Plan sponsor, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any state laws.

SECTION 4. Administration of this Evidence of Coverage

We may adopt reasonable policies, procedures, and interpretations to promote orderly and efficient administration of this **Evidence of Coverage**.

SECTION 5. Applications and statements

You must complete any applications, forms, or statements that we request in our normal course of business or as specified in this **Evidence of Coverage**.

SECTION 6. Assignment

You may not assign this **Evidence of Coverage** or any of the rights, interests, claims for money due, benefits, or obligations hereunder without our prior written consent.

SECTION 7. Attorney and advocate fees and expenses

In any dispute between a member and Health Plan, the Medical Group, or Kaiser Foundation Hospitals, each party will bear its own fees and expenses, including attorneys' fees, advocates' fees, and other expenses.

SECTION 8. Coordination of benefits

As described in Chapter 1 (Section 7) "How other insurance works with our plan," if you have other insurance, you are required to use your other coverage in combination with your coverage as a Medicare Plus member to pay for the care you receive. This is called "coordination of benefits" because it involves coordinating all of the health benefits that are available to you. You will get your covered care as usual from network providers, and the other coverage you have will simply help pay for the care you receive.

If your other coverage is the primary payer, it will often settle its share of payment directly with us, and you will not have to be involved. However, if payment owed to us by a primary payer is sent directly to you, you are required by Medicare law to give this primary payment to us. For more information about primary payments in third party liability situations, see Section 16, and for primary payments in workers' compensation cases, see Section 18.

You must tell us if you have other health care coverage, and let us know whenever there are any changes in your additional coverage.

SECTION 9. Employer responsibility

For any services that the law requires an employer to provide, we will not pay the employer, and when we cover any such services, we may recover the value of the services from the employer.

SECTION 10. Evidence of Coverage binding on members

By electing coverage or accepting benefits under this **Evidence of Coverage**, all members legally capable of contracting, and the legal representatives of all members incapable of contracting, agree to all provisions of this **Evidence of Coverage**.

SECTION 11. Government agency responsibility

For any services that the law requires be provided only by or received only from a government agency, we will not pay the government agency, and when we cover any such services we may recover the value of the services from the government agency.

SECTION 12. Member nonliability

Our contracts with network providers provide that you are not liable for any amounts we owe. However, you are liable for the cost of noncovered services you obtain from network providers or out-of-network providers.

SECTION 13. No waiver

Our failure to enforce any provision of this **Evidence of Coverage** will not constitute a waiver of that or any other provision, or impair our right thereafter to require your strict performance of any provision.

SECTION 14. Notices

Our notices to you will be sent to the most recent address we have. You are responsible for notifying us of any change in your address. If you move, please call Member Services (phone numbers are printed on the back of this booklet) and Social Security at **1-800-772-1213** (TTY **1-800-325-0778**) as soon as possible to report your address change.

SECTION 15. Overpayment recovery

We may recover any overpayment we make for services from anyone who receives such an overpayment or from any person or organization obligated to pay for the services.

SECTION 16. Third party liability

As stated in Chapter 1, Section 7, third parties who cause you injury or illness (and/or their insurance companies) usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue these primary payments. If you obtain a judgment or settlement from or on behalf of a third party who allegedly caused an injury or illness for which you received covered services, you must pay us "Plan Charges" for those services. **Note:** This Section 16 does not affect your obligation to pay cost-sharing for these services, but we will credit any such payments toward the amount you must pay us under this section. Please refer to Chapter 12 for the definition of "Plan Charges."

To the extent permitted or required by law, we have the option of becoming subrogated to all claims, causes of action, and other rights you may have against a third party or an insurer, government program, or other source of coverage for monetary damages, compensation, or indemnification on account of the injury or illness allegedly caused by the third party. We will be so subrogated as of the time we mail or deliver a written notice of our exercise of this option to you or your attorney, but we will be subrogated only to the extent of the total of Plan Charges for the relevant services.

To secure our rights, we will have a lien on the proceeds of any judgment or settlement you or we obtain against a third party. The proceeds of any judgment or settlement that you or we obtain shall first be applied to satisfy our lien, regardless of whether the total amount of the proceeds is less than the actual losses and damages you incurred.

Within 30 days after submitting or filing a claim or legal action against a third party, you must send written notice of the claim or legal action to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Attention: Patient Financial Services Dep't
2101 East Jefferson Street, Rockville, Maryland 20852

In order for us to determine the existence of any rights we may have and to satisfy those rights, you must complete and send us all consents, releases, authorizations, assignments, and other documents, including lien forms directing your attorney, the third party, and the third party's liability insurer to pay us directly. You may not agree to waive, release, or reduce our rights under this provision without our prior, written consent.

If your estate, parent, guardian, or conservator asserts a claim against a third party based on your injury or illness, your estate, parent, guardian, or conservator and any settlement or judgment recovered by the estate, parent, guardian, or conservator shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the third party. We may assign our rights to enforce our liens and other rights.

SECTION 17. U.S. Department of Veterans Affairs

For any services for conditions arising from military service that the law requires the Department of Veterans Affairs to provide, we will not pay the Department of Veterans Affairs, and when we cover any such services we may recover the value of the services from the Department of Veterans Affairs.

SECTION 18. Workers' compensation or employer's liability benefits

As stated in Chapter 1, Section 7, workers' compensation usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue primary payments under workers' compensation or employer's liability law. You may be eligible for payments or other benefits, including amounts received as a settlement (collectively referred to as "Financial Benefit"), under workers' compensation or employer's liability law. We will provide covered services even if it is unclear

whether you are entitled to a Financial Benefit, but we may recover the value of any covered services from the following sources:

- From any source providing a Financial Benefit or from whom a Financial Benefit is due.
- From you, to the extent that a Financial Benefit is provided or payable or would have been required to be provided or payable if you had diligently sought to establish your rights to the Financial Benefit under any workers' compensation or employer's liability law.

SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance

We are subject to regulation in this Commonwealth by the State Corporation Commission Bureau of Insurance pursuant to Title 38.2 and by the Virginia Department of Health pursuant to Title 32.1.

In the event you need to contact someone about this insurance for any reason, please contact your agent. If no agent was involved in the sale of this insurance, or if you have additional questions, you may contact Kaiser Permanente at the following address and telephone number:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
P.O. Box 6831
2101 East Jefferson Street
Rockville MD 20849-6831
301-468-6000 or 1-800-777-7902

We recommend that you familiarize yourself with our customer satisfaction and appeals processes as described in Chapter 9: "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," and make use of it before taking any other action.

If you have been unable to contact or obtain satisfaction from the company or your agent, you may contact the Virginia State Corporation Commission's Bureau of Insurance at:

State Corporation Commission
Bureau of Insurance
P.O. Box 115
Richmond VA 23218
804-371-9741 or 1-800-552-7945

Written correspondence is preferable so that a record of your inquiry is maintained. When contacting your agent, Kaiser Permanente, or the Bureau of Insurance, have your policy number available

CHAPTER 12. Definitions of important words

Allowance – A specified credit amount that you can use toward the purchase price of an item. If the price of the item(s) you select exceeds the allowance, you will pay the amount in excess of the allowance, which does not apply to the annual out-of-pocket maximum.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Annual Enrollment Period – A set time each fall when members can change their health or drug plans. The Annual Enrollment Period is from October 15 until December 7. (As a member of a Medicare Cost Plan, you can switch to Original Medicare at any time. But you can only join a new Medicare health or drug plan during certain times of the year, such as the Annual Enrollment Period.)

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or prescription drugs or payment for services or drugs you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for a drug, item, or service you think you should be able to receive. Chapter 9 explains appeals, including the process involved in making an appeal.

Balance Billing – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost-sharing amount. As a member of our plan, you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

Benefit Period – The way that both our plan and Original Medicare measure your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Brand-Name Drug – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand-name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are generally not available until after the patent on the brand-name drug has expired.

Catastrophic Coverage Stage – The stage in the Part D Drug Benefit when you pay a low copayment or coinsurance for your drugs after you or other qualified parties on your behalf have spent **\$4,850** in covered drugs during the covered year.

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Coinsurance – An amount you may be required to pay as your share of the cost for services or prescription drugs. Coinsurance is usually a percentage (for example, 20%) of Plan Charges.

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used for certain types of problems only. This includes problems related to quality of care, waiting times, and the customer service you receive. See also "Grievance," in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Coordination of Benefits (COB) – Coordination of Benefits is a provision used to establish the order in which claims are paid when you have other insurance. If you have Medicare and other health insurance or coverage, each type of coverage is called a "payer." When there is more than one payer, there are "coordination of benefits" rules that decide which one pays first. The "primary payer" pays what it owes on your bills first, and then sends the rest to the "secondary payer" to pay. If payment owed to us is sent directly to you, you are required under Medicare law to give the payment to us. In some cases, there may also be a third payer. See Chapter 1 (Section 7) and Chapter 11 (Section 8) for more information.

Copayment – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit, hospital outpatient visit, or a prescription drug. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit or prescription drug.

Cost-Sharing – Cost-sharing refers to amounts that a member has to pay when services or drugs are received. (This is in addition to our plan's monthly premium.) Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services or drugs are covered; (2) any fixed "copayment" amount that a plan requires when a specific service or drug is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service or drug that a plan requires when the service or drug is received. A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. Note: In some cases, you may not pay all applicable cost-sharing at the time you receive the services, and we will send you a bill later for the cost-sharing. For example, if you receive nonpreventive care during a scheduled preventive care visit, we may bill you later for the cost-sharing applicable to the nonpreventive care. For items ordered in advance, you pay the copayment in effect on the order date (although we will not cover the item unless you still have coverage for it on the date you receive it) and you may be required to pay the copayment when the item is ordered. For outpatient prescription drugs, the order date is the date that the pharmacy processes the order after receiving all of the information they need to fill the prescription.

Cost-Sharing Tier – Every drug on the list of covered drugs is in one of six cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug.

Coverage Determination – A decision about whether a drug prescribed for you is covered by our plan and the amount, if any, you are required to pay for the prescription. In general, if you take your prescription to a pharmacy and the pharmacy tells you the prescription isn't covered under your plan, that isn't a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called "coverage decisions" in this booklet. Chapter 9 explains how to ask us for a coverage decision.

Covered Drugs – The term we use to mean all of the prescription drugs covered by our plan.

Covered Services – The general term we use to mean all of the health care services and items that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Daily Cost-Sharing Rate – A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. A daily cost-sharing rate is the copayment divided by the number of days in a month's supply. Here is an example: If your copayment for a one-month supply of a drug is \$30, and a one-month's supply in your plan is 30 days, then your "daily cost-sharing rate" is \$1 per day. This means you pay \$1 for each day's supply when you fill your prescription.

Deductible – The amount you must pay for health care or prescriptions before our plan begins to pay.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Dispensing Fee – A fee charged each time a covered drug is dispensed to pay for the cost of filling a prescription. The dispensing fee covers costs such as the pharmacist's time to prepare and package the prescription.

Durable Medical Equipment – Certain medical equipment that is ordered by your doctor for medical reasons. Examples are walkers, wheelchairs, or hospital beds.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

Emergency Medical Condition – Either: (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a plan hospital (or designated hospital) before delivery or if transfer poses a threat to your (or your unborn child's) health and safety.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Exception – A type of coverage determination that, if approved, allows you to get a drug that is not on your plan sponsor's formulary (a formulary exception), or get a nonpreferred drug at a lower cost-sharing level (a tiering exception). You may also request an exception if we limit the quantity or dosage of the drug you are requesting (a formulary exception).

Excluded Drug – A drug that is not a "covered Part D drug," as defined under 42 U.S.C. Section 1395w-102(e).

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Formulary – A list of Medicare Part D drugs covered by our plan.

Generic Drug – A prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand-name drug. Generally, a "generic" drug works the same as a brand-name drug and usually costs less.

Grievance – A type of complaint you make about us or one of our network providers or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Group Health Cooperative (GHC) – When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or GHC service area. GHC is located in parts of Washington and Northern Idaho. For more information, please refer to Chapter 3, Section 2.2, and you may visit GHC's website at ghc.org/about_gh/index.jhtml.

Home Health Aide – A home health aide provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (for example, bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Home Health Care – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered services are listed in the Medical Benefits Chart in Chapter 4. We cover home health care in accord with Medicare guidelines. Home health care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren't covered unless you are also getting a covered skilled service. Home health services do not include the services of housekeepers, food service arrangements, or full-time nursing care at home.

Hospice – An enrollee who has six months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums, you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

Hospital Inpatient Stay – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an "outpatient."

Income Related Monthly Adjustment Amount (IRMAA) – If your income is above a certain limit, you will pay an income-related monthly adjustment amount in addition to your plan premium. For example, individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Coverage Limit – The maximum limit of coverage under the Initial Coverage Stage.

Initial Coverage Stage – This is the stage before your total drug expenses have reached **\$3,310**, including amounts you've paid and what our plan has paid on your behalf.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the seven-month period that begins three months before the month you turn 65, includes the month you turn 65, and ends three months after the month you turn 65.

Inpatient Hospital Care – Health care that you get during an inpatient stay in an acute care general hospital.

Kaiser Foundation Health Plan (Health Plan) – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., is a nonprofit corporation and a Medicare Cost Plan. This **Evidence of Coverage** sometimes refers to Health Plan as "we" or "us."

Kaiser Permanente – Kaiser Foundation Hospitals, Health Plan, and the Medical Group.

Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary (Formulary or "Drug List") – A list of prescription drugs covered by our plan. The drugs on this list are selected by us with the help of doctors and pharmacists. The list includes both brand-name and generic drugs.

Kaiser Permanente Region – A Kaiser Foundation Health Plan organization or allied plan that conducts a direct-service health care program. When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or Group Health Cooperative service area. For more information, please refer to Chapter 3, Section 2.2.

Late Enrollment Penalty – An amount added to your monthly premium for Medicare drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more. You pay this higher amount as long as you have a Medicare drug plan. There are some exceptions. For example, if you receive "Extra Help" from Medicare to pay your prescription drug plan costs, you will not pay a late enrollment penalty.

Long-Term Care Hospital – A Medicare-certified acute-care hospital that typically provide Medicare covered services such as comprehensive rehabilitation, respiratory therapy, head trauma treatment, and pain management. They are not long-term care facilities such as convalescent or assisted living facilities.

Low Income Subsidy (LIS) – See "Extra Help."

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for Part A and Part B services covered by our plan. Amounts you pay for your plan premiums, Medicare Part A and Part B premiums, and Part D prescription drugs do not count toward the maximum out-of-pocket amount. See Chapter 4, Section 1.2, for information about your maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6, for information about how to contact Medicaid in your state.

Medical Care or Services – Health care services or items. Some examples of health care items include durable medical equipment, eyeglasses, and drugs covered by Medicare Part A or Part B, but not drugs covered under Medicare Part D.

Medical Group – It is the network of plan providers that our plan contracts with to provide covered services to you. The name of our medical group is the Mid-Atlantic Permanente Medical Group, P.C., a for-profit professional corporation.

Medically Accepted Indication – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, a PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area, except people with End-Stage Renal Disease (unless certain exceptions apply).

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare Coverage Gap Discount Program – A program that provides discounts on most covered Part D brand-name drugs to Part D enrollees who have reached the Coverage Gap Stage and who are not already receiving "Extra Help." Discounts are based on agreements between the federal government and certain drug manufacturers. For this reason, most, but not all, brand-name drugs are discounted.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-Inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

"Medigap" (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Cost Plan is not a Medigap policy.)

Member (Member of our Plan, or "Plan Member") – A person with Medicare who is eligible to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

Network Pharmacy – A network pharmacy is a pharmacy where members of our plan can get their prescription drug benefits. We call them "network pharmacies" because they contract with our plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

Network Physician – Any licensed physician who is a partner or employee of the Medical Group, or any licensed physician who contracts to provide services to our members (but not including physicians who contract only to provide referral services).

Network Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. We call them "**network providers**" when they have an agreement with our plan to accept our payment as payment in full, and in some cases, to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as "plan providers."

Organization Determination – The Cost plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. The Cost plan's network provider or facility has also made an organization determination when it provides you with an item or service, or refers you to an out-of-network provider for an item or service. Organization determinations are called "coverage decisions" in this booklet. Chapter 9 explains how to ask us for a coverage decision.

Original Medicare ("Traditional Medicare" or "Fee-for-Service" Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Pharmacy – A pharmacy that doesn't have a contract with our plan to coordinate or provide covered drugs to members of our plan. As explained in this **Evidence of Coverage**, most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply (see Chapter 5, Section 2.5, for more information).

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for "Cost-Sharing" above. A member's cost-sharing requirement to pay for a portion of services or drugs received is also referred to as the member's "out-of-pocket" cost requirement.

PACE Plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) for as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

Part C – See "**Medicare Advantage (MA) Plan.**"

Part D – The voluntary Medicare Prescription Drug Benefit Program. (For ease of reference, we will refer to the prescription drug benefit program as Part D.)

Part D Drugs – Drugs that can be covered under Part D. We may or may not offer all Part D drugs. (See your formulary for a specific list of covered drugs.) Certain categories of drugs were specifically excluded by Congress from being covered as Part D drugs.

Plan – Kaiser Permanente Medicare Plus.

Plan Charges – Plan Charges means the following:

- For services provided by the Medical Group or Kaiser Foundation Hospitals, the charges in Health Plan's schedule of Medical Group and Kaiser Foundation Hospitals charges for services provided to members.
- For services for which a provider (other than the Medical Group or Kaiser Foundation Hospitals) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider.
- For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a member for the item if a member's benefit plan did not cover the item (this amount is an estimate of: the cost of acquiring, storing, and dispensing drugs; the direct and indirect costs of providing Kaiser Permanente pharmacy services to members; and the pharmacy program's contribution to the net revenue requirements of Health Plan).
- For all other services, the payments that Kaiser Permanente makes for the services or, if Kaiser Permanente subtracts cost-sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost-sharing.

Post-Stabilization Care – Medically necessary services related to your emergency medical condition that you receive after your treating physician determines that this condition is clinically stable. You are considered clinically stable when your treating physician believes, within a reasonable medical probability and in accordance with recognized medical standards, that you are safe for discharge or transfer and that your condition is not expected to get materially worse during or as a result of the discharge or transfer.

Preferred Cost-Sharing – Preferred cost-sharing means lower cost-sharing for certain covered Part D drugs at certain network pharmacies.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Member cost-sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both network (preferred) and out-of-network (nonpreferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health care or prescription drug coverage.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1, for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services or certain drugs that may or may not be on our formulary. Some in-network medical services are covered only if your doctor or other network provider gets "prior authorization" from our plan. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4 and described in Chapter 3, Section 2.3. Some drugs are covered only if your doctor or other network provider gets "prior authorization" from us. Covered drugs that need prior authorization are marked in the formulary.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4, for information about how to contact the QIO for your state.

Quantity Limits – A management tool that is designed to limit the use of selected drugs for quality, safety, or utilization reasons. Limits may be on the amount of the drug that we cover per prescription or for a defined period of time.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (nonemergency) services. Our plan may disenroll you if you permanently move out of our plan's service area.

Services – Health care services or items.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Enrollment Period – A set time when members can change their health or drug plans or return to Original Medicare. Situations in which you may be eligible for a special enrollment period include: if you move outside the service area, if you are getting "Extra Help" with your prescription drug costs, if you move into a nursing home, or if we violate our contract with you.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

Specialty-Tier Drugs – Very high-cost drugs approved by the FDA that are on our formulary.

Standard Cost-Sharing – Standard cost-sharing is cost-sharing other than preferred cost-sharing offered at a network pharmacy.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

Kaiser Permanente Medicare Plus Member Services

METHOD	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

State Health Insurance Assistance Program

A State Health Insurance Assistance Program (SHIP) is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. Please refer to Chapter 2, Section 3, for SHIP contact information.

January 1 – December 31, 2016

Evidence of Coverage

Your Medicare Health Benefits and Services and Prescription Drug Coverage as a Member of Kaiser Permanente Medicare Plus (Cost)

This booklet gives you the details about your Medicare health care and prescription drug coverage from January 1 to December 31, 2016. It explains how to get coverage for the health care services and prescription drugs you need. This is an important legal document. Please keep it in a safe place.

This plan, Kaiser Permanente Medicare Plus, is offered by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When this **Evidence of Coverage** says "we," "us," or "our," it means Health Plan. When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Member Services has free language interpreter services available for non-English speakers (phone numbers are printed on the back cover of this booklet).

This information is available in a different format for the visually impaired by calling Member Services (phone numbers are printed on the back cover of this booklet).

Benefits, formulary, pharmacy network, premium, deductible, and/or copayments/coinsurance may change on January 1, 2017.

2016 Evidence of Coverage

Table of Contents

This list of chapters and page numbers is your starting point. For more help in finding information you need, go to the first page of a chapter. You will find a detailed list of topics at the beginning of each chapter.

CHAPTER 1. Getting started as a member..... 1

Explains what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, your plan premium, your plan membership card, and keeping your membership record up-to-date.

CHAPTER 2. Important phone numbers and resources 15

Tells you how to get in touch with our plan (Medicare Plus) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), programs that help people pay for their prescription drugs, and the Railroad Retirement Board.

CHAPTER 3. Using our plan's coverage for your medical services 29

Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in our plan's network and how to get care when you have an emergency.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay) 42

Gives the details about which types of medical care are covered and *not* covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.

CHAPTER 5. Using our plan's coverage for your Part D prescription drugs..... 102

Explains rules you need to follow when you get your Part D drugs. Tells how to use our **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary** to find out which drugs are covered. Tells which kinds of drugs are *not* covered. Explains several kinds of restrictions that apply to coverage for certain drugs. Explains where to get your prescriptions filled. Tells about our plan's programs for drug safety and managing medications.

CHAPTER 6. What you pay for your Part D prescription drugs 122

Tells about the four stages of drug coverage (Deductible Stage, Initial Coverage Stage, Coverage Gap Stage, and Catastrophic Coverage Stage) and how these stages affect what you pay for your drugs. Explains the six cost-sharing tiers for your Part D drugs and tells what you must pay for a drug in each cost-sharing tier. Tells about the late enrollment penalty.

CHAPTER 7. Asking us to pay our share of a bill you have received for covered medical services or drugs 146

Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services or drugs.

CHAPTER 8. Your rights and responsibilities 152

Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.

CHAPTER 9. What to do if you have a problem or complaint (coverage decisions, appeals, and complaints) 162

Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care or prescription drugs you think are covered by our plan. This includes asking us to make exceptions to the rules or extra restrictions on your coverage for prescription drugs, and asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.
- Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.

CHAPTER 10. Ending your membership in our plan..... 211

Explains when and how you can end your membership in our plan. Explains situations in which our plan is required to end your membership.

CHAPTER 11. Legal notices 217

Includes notices about governing law and about nondiscrimination.

CHAPTER 12. Definitions of important words 223

Explains key terms used in this booklet.

AMENDMENT. "What You Need To Know" – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices

CHAPTER 1. Getting started as a member

SECTION 1. Introduction	2
Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan	2
Section 1.2 What is the Evidence of Coverage booklet about?	2
Section 1.3 Legal information about the Evidence of Coverage.....	3
SECTION 2. What makes you eligible to be a plan member?	3
Section 2.1 Your eligibility requirements	3
Section 2.2 What are Medicare Part A and Medicare Part B?	4
Section 2.3 Here is our plan service area for Medicare Plus.....	4
SECTION 3. What other materials will you get from us?	5
Section 3.1 Your plan membership card—use it to get the care and prescription drugs covered by our plan	5
Section 3.2 The Provider Directory: Your guide to all providers in our network.....	5
Section 3.3 The Pharmacy Directory: Your guide to pharmacies in our network	6
Section 3.4 Our plan's Kaiser Permanente 2016 Abridged Formulary	6
Section 3.5 The Part D Explanation of Benefits (the "Part D EOB"): Reports with a summary of payments made for your Part D prescription drugs	7
SECTION 4. Your monthly premium for our plan	7
Section 4.1 How much is your plan premium?	7
Section 4.2 There are several ways you can pay your plan premium	10
Section 4.3 Can we change your monthly plan premium during the year?	11
SECTION 5. Please keep your plan membership record up-to-date	12
Section 5.1 How to help make sure that we have accurate information about you.....	12
SECTION 6. We protect the privacy of your personal health information.....	13
Section 6.1 We make sure that your health information is protected	13
SECTION 7. How other insurance works with our plan	13
Section 7.1 Which plan pays first when you have other insurance?	13

SECTION 1. Introduction

Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan

You are covered by Medicare, and you have chosen to get your Medicare health care and your prescription drug coverage through our plan, Kaiser Permanente Medicare Plus.

There are different types of Medicare health plans. Medicare Plus is a Medicare Cost Plan. Like all Medicare health plans, this Medicare Cost Plan is approved by Medicare and run by a private company.

Section 1.2 What is the Evidence of Coverage booklet about?

This **Evidence of Coverage** booklet tells you how to get your Medicare medical care and prescription drugs covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of our plan.

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage** and they all include Medicare Part D prescription drug coverage:

- Kaiser Permanente Medicare Plus High w/Part D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**High Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/Part D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/Part D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Part B Only Option**" plan for members without Medicare Part A coverage.
- Kaiser Permanente Medicare Plus Basic w/D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Part B Only Option**" plan for members without Medicare Part A coverage.

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

The words "coverage" and "covered services" refer to the medical care and services and the prescription drugs available to you as a member of our plan.

It's important for you to learn what our plan's rules are and what services are available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** booklet.

If you are confused or concerned or just have a question, please contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.3 Legal information about the Evidence of Coverage

It's part of our contract with you

This **Evidence of Coverage** is part of our contract with you about how our plan covers your care. Other parts of this contract include your enrollment form, our **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The contract is in effect for the months in which you are enrolled in Medicare Plus between January 1, 2016, and December 31, 2016.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of our plan after December 31, 2016. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2016.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer our plan and Medicare renews its approval of our plan.

SECTION 2. What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You have Medicare Part B (or you have both Part A and Part B) (Section 2.2 below tells you about Medicare Part A and Medicare Part B).
- – *and* – you live in our geographic service area (Section 2.3 below describes our service area).
- – *and* – you do not have End-Stage Renal Disease (ESRD), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer.

Section 2.2 What are Medicare Part A and Medicare Part B?

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services), skilled nursing facilities, or home health agencies.
- Medicare Part B is for most other medical services (such as physician's services and other outpatient services) and certain items (such as durable medical equipment and supplies).

Section 2.3 Here is our plan service area for Medicare Plus

Although Medicare is a federal program, our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes the city of Washington D.C. and these cities and counties in Maryland and Virginia: Alexandria City, Anne Arundel, Arlington, Baltimore County, Baltimore City, Carroll County, Fairfax City, Fairfax County, Falls Church City, Harford County, Howard County, Loudoun County, Manassas City, Manassas Park City, Montgomery County, Prince George's County, and Prince William County.

Also, our service area includes these parts of counties in Maryland, in the following ZIP codes only:

- **Calvert County:** 20639, 20678, 20689, 20714, 20732, 20736, and 20754.
- **Charles County:** 20601, 20602, 20603, 20604, 20612, 20616, 20617, 20637, 20640, 20643, 20646, 20658, 20675, 20677, and 20695.
- **Frederick County:** 21701, 21702, 21703, 21704, 21705, 21709, 21710, 21714, 21716, 21717, 21718, 21754, 21755, 21758, 21759, 21762, 21769, 21770, 21771, 21774, 21775, 21777, 21790, 21792, and 21793.

In addition, we offer coverage in several states. However, there may be cost or other differences between the plans we offer in each state. If you move out of state and into a state that is still within our service area, you must call Member Services in order to update your information. If you move into a state outside of our service area, you cannot remain a member of our plan. Please call Member Services to find out if we have a plan in your new state.

If you plan to move out of the service area, please contact Member Services (phone numbers are printed on the back cover of this booklet). When you move, you will have a special enrollment period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

SECTION 3. What other materials will you get from us?

Section 3.1 Your plan membership card—use it to get the care and prescription drugs covered by our plan

We will send you a plan membership card. You should use this card whenever you get covered services or drugs from a Medicare Plus network provider. Here's a sample membership card to show you what yours will look like:



If your plan membership card is damaged, lost, or stolen, call Member Services right away and we will send you a new card. Phone numbers for Member Services are printed on the back cover of this booklet.

Because Medicare Plus is a Medicare Cost Plan, you should also **keep your red, white, and blue Medicare card with you**. As a Cost Plan member, if you receive Medicare-covered services (except for emergency or urgent care) from an out-of-network provider or when you are outside of our service area, these services will be paid for by Original Medicare, not our plan. In these cases, you will be responsible for Original Medicare deductibles and coinsurance. (If you receive emergency or urgent care from an out-of-network provider or when you are outside of our service area, our plan will pay for these services.) It is important that you keep your red, white, and blue Medicare card with you for when you receive services paid for under Original Medicare.

Section 3.2 The Provider Directory: Your guide to all providers in our network

The **Provider Directory** lists our network providers.

What are "network providers"?

Network providers are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost-sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan. However, members of our

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

plan may also get services from out-of-network providers. If you get care from out-of-network providers, you will pay the cost-sharing amounts under Original Medicare.

If you don't have your copy of the **Provider Directory**, you can request a copy from Member Services (phone numbers are printed on the back cover of this booklet). You may ask Member Services for more information about our network providers, including their qualifications. You can view or download the **Provider Directory** at kp.org/directory. Both Member Services and our website can give you the most up-to-date information about our network providers.

Section 3.3 The Pharmacy Directory: Your guide to pharmacies in our network

What are "network pharmacies"?

Network pharmacies are all of the pharmacies that have agreed to fill covered prescriptions for our plan members.

Why do you need to know about network pharmacies?

You can use the **Pharmacy Directory** to find the network pharmacy you want to use.

There are changes to our network of pharmacies for next year. An updated **Pharmacy Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Pharmacy Directory**. Please review the 2015 **Pharmacy Directory** to see which pharmacies are in our network.

If you don't have the **Pharmacy Directory**, you can get a copy from Member Services (phone numbers are printed on the back cover of this booklet). At any time, you can call Member Services to get up-to-date information about changes in the pharmacy network. You can also find this information on our website at kp.org/directory.

Section 3.4 Our plan's Kaiser Permanente 2016 Abridged Formulary

Our plan has a **Kaiser Permanente 2016 Abridged Formulary**. We call it the "Drug List" for short. It tells you which Part D prescription drugs are covered under the Part D benefit included in our plan. The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our Drug List. The Drug List also tells you if there are any rules that restrict coverage for your drugs.

We will send you a copy of the Drug List. The Drug List we send to you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it. To get the most complete and current information about which drugs are covered, you can visit our website (kp.org/seniormedrx) or call Member Services (phone numbers are printed on the back cover of this booklet).

**Section 3.5 The Part D Explanation of Benefits (the "Part D EOB"):
Reports with a summary of payments made for your
Part D prescription drugs**

When you use your Part D prescription drug benefits, we will send you a summary report to help you understand and keep track of payments for your Part D prescription drugs. This summary report is called the **Part D Explanation of Benefits** (or the "**Part D EOB**").

The **Part D EOB** tells you the total amount you, or others on your behalf, have spent on your Part D prescription drugs and the total amount we have paid for each of your Part D prescription drugs during the month. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about the **Part D EOB** and how it can help you keep track of your drug coverage.

A **Part D EOB** summary is also available upon request. To get a copy, please contact Member Services (phone numbers are printed on the back cover of this booklet). You can also choose to get your **Part D EOB** online instead of by mail. Please visit kp.org/goinggreen and sign on to learn more about choosing to view your **Part D EOB** securely online.

SECTION 4. Your monthly premium for our plan

Section 4.1 How much is your plan premium?

As a member of our plan, you pay a monthly plan premium. The table below shows the monthly plan premium amount for each plan we are offering in the service area. In addition, you must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Medicare Plus plan name	Monthly plan premium
<p>High Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none">• Premium for medical benefits: \$62.60.• Premium for Medicare prescription drug coverage: \$66.40.• Total monthly premium amount: \$129.	<p>\$129</p>

<p>Standard Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$5.90. • Premium for Medicare prescription drug coverage: \$19.10. • Total monthly premium amount: \$25. 	<p>\$25</p>
<p>Standard Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$356.10. • Premium for Medicare prescription drug coverage: \$39.90. • Total monthly premium amount: \$396. 	<p>\$396</p>
<p>Basic Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$0. • Premium for Medicare prescription drug coverage: \$19. • Total monthly premium amount: \$19. 	<p>\$19</p>
<p>Basic Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.</p> <ul style="list-style-type: none"> • Premium for medical benefits: \$374.70. • Premium for Medicare prescription drug coverage: \$33.30. • Total monthly premium amount: \$408. 	<p>\$408</p>

In some situations, your plan premium could be less

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. Chapter 2, Section 7, tells you more about these programs. If you qualify, enrolling in the program might lower your monthly plan premium.

If you are *already enrolled* and getting help from one of these programs, the information about premiums in this **Evidence of Coverage** does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this rider by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

In some situations, your plan premium could be more

In some situations, your plan premium could be more than the amount listed above in this section. This situation is described below:

- Some members are required to pay a **late enrollment penalty** because they did not join a Medicare drug plan when they first became eligible or because they had a continuous period of 63 days or more when they didn't have "creditable" prescription drug coverage. ("Creditable" means the drug coverage is at least as good as Medicare's standard drug coverage.) For these members, the late enrollment penalty is added to our plan's monthly premium. Their premium amount will be the monthly plan premium plus the amount of their late enrollment penalty.
 - ◆ If you are required to pay the late enrollment penalty, the amount of your penalty depends upon how long you waited before you enrolled in drug coverage or how many months you were without drug coverage after you became eligible. Chapter 6, Section 9, explains the late enrollment penalty.
 - ◆ If you have a late enrollment penalty and do not pay it, you could lose your prescription drug coverage.

Many members are required to pay other Medicare premiums

In addition to paying the monthly plan premium, many members are required to pay other Medicare premiums. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. And most plan members pay a premium for Medicare Part B. You must continue paying your Medicare Part B premium to remain a member of our plan.

Some people pay an extra amount for Part D because of their yearly income; this is known as Income Related Monthly Adjustment Amounts, also known as IRMAA. If your income is greater than \$85,000 for an individual (or married individuals filing separately) or greater than \$170,000 for married couples, **you must pay an extra amount directly to the government** (not the Medicare plan) for your Medicare Part D coverage.

- **If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.**
- If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be.
- For more information about Part D premiums based on income, go to Chapter 6, Section 10, in this booklet. You can also visit <http://www.medicare.gov> on the Web or call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. Or you may call Social Security at **1-800-772-1213**. TTY users should call **1-800-325-0778**.

Your copy of **Medicare & You** 2016 gives you information about Medicare premiums in the section called "2016 Medicare Costs." This explains how the Medicare Part B and Part D premiums differ for people with different incomes. Everyone with Medicare receives a copy of **Medicare & You** each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of **Medicare & You** 2016 from the Medicare website (<http://www.medicare.gov>) or you can order a printed copy by phone at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users call **1-877-486-2048**.

Section 4.2 There are several ways you can pay your plan premium

There are three ways you can pay your plan premium. You will pay by check (Option 1) unless you tell us that you want your premium automatically deducted from your bank (Option 2) or your Social Security check (Option 3). To sign up for Option 2 or 3, or to change your selection at any time, please call Member Services and tell us which option you want.

If you decide to change the way you pay your premium, it can take up to three months for your new payment method to take effect. While we are processing your request for a new payment method, you are responsible for making sure that your plan premium is paid on time.

Option 1: You can pay by check or money order

You may send your monthly plan premium directly to us. We must receive your check made payable to "**Kaiser Permanente**" on or before the first of the coverage month at the following address:

Kaiser Permanente
Membership Accounting Department
PO Box 64199
Baltimore, MD 21264-4199

Note: You cannot pay in person.

Option 2: You can sign up for electronic funds transfer (EFT)

Instead of paying by check, you can have your monthly plan premium automatically withdrawn from your bank account. Please call Member Services to learn how to start or stop automatic payments of your plan premium and other details about this option, such as when your monthly withdrawal will occur. You can also make a payment using a credit card over the phone by calling our Membership Administration Department at **800-777-7902**, 8:00 a.m. to 4:30 p.m., Monday through Friday.

Option 3: You can have our plan premium taken out of your monthly Social Security check

You can have our plan premium taken out of your monthly Social Security check. Contact Member Services for more information about how to pay your monthly plan premium this way. We will be happy to help you set this up. Phone numbers for Member Services are printed on the back cover of this booklet.

What to do if you are having trouble paying your plan premium

Your plan premium is due in our office by the first day of the coverage month. If we have not received your premium payment by the 10th day of the coverage month, we will send you a notice telling you that your plan membership will end if we do not receive your premium payment within 90 days. If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.

If you are having trouble paying your plan premium on time, please contact Member Services to see if we can direct you to programs that will help with your plan premium. Phone numbers for Member Services are printed on the back cover of this booklet.

If we end your membership because you did not pay your premium, you will have health coverage under Original Medicare.

If we end your membership in our plan because you did not pay your plan premium or Part D optional supplemental benefit premium, then you may not be able to receive Part D coverage until the following year, if you enroll in a new plan during the annual enrollment period. During the annual enrollment period, you may either join a stand-alone prescription drug plan or a health plan that also provides drug coverage. (If you go without "creditable" drug coverage for more than 63 days, you may have to pay a late enrollment penalty for as long as you have Part D coverage.)

At the time we end your membership, you may still owe us for premiums you have not paid. We have the right to pursue collection of the premiums you owe.

If you think we have wrongfully ended your membership, you have a right to ask us to reconsider this decision by making a complaint. Chapter 9, Section 10, in this booklet tells you how to make a complaint. If you had an emergency circumstance that was out of your control and it caused you to not be able to pay your premiums within our grace period, you can ask Medicare to reconsider this decision by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 4.3 Can we change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for our plan's monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.

However, in some cases, the part of the premium that you have to pay can change during the year. This happens if you become eligible for the "Extra Help" program or if you lose your eligibility for the "Extra Help" program during the year. If a member qualifies for "Extra Help" with their prescription drug costs, the "Extra Help" program will pay part of the member's monthly plan premium. A member who loses their eligibility during the year will need to start paying their full monthly premium. You can find out more about the "Extra Help" program in Chapter 2, Section 7.

SECTION 5. Please keep your plan membership record up-to-date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage, including your Primary Care Provider.

The doctors, hospitals, pharmacists, and other providers in our network need to have correct information about you. These network providers use your membership record to know what services and drugs are covered and the cost-sharing amounts for you. Because of this, it is very important that you help us keep your information up-to-date.

Let us know about these changes:

- Changes to your name, your address, or your phone number.
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid).
- If you have any liability claims, such as claims from an automobile accident.
- If you have been admitted to a nursing home.
- If you receive care in an out-of-area or out-of-network hospital or emergency room.
- If your designated responsible party (such as a caregiver) changes.
- If you are participating in a clinical research study.

If any of this information changes, please let us know by calling Member Services (phone numbers are printed on the back cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 6. We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 8, Section 1.4, of this booklet.

SECTION 7. How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the "primary payer" and pays up to the limits of its coverage. The one that pays second, called the "secondary payer," only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends upon your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - ◆ If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.
 - ◆ If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
 - ◆ If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance).
- Liability (including automobile insurance).
- Black lung benefits.
- Workers' compensation.

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2. Important phone numbers and resources

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)..... **16**

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)..... **18**

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)..... **19**

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare) **21**

SECTION 5. Social Security..... **21**

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)..... **22**

SECTION 7. Information about programs to help people pay for their prescription drugs **24**

SECTION 8. How to contact the Railroad Retirement Board **28**

SECTION 9. Do you have "group insurance" or other health insurance from an employer?..... **28**

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)

How to contact our plan's Member Services

For assistance with claims, billing, or membership card questions, please call or write to Medicare Plus Member Services. We will be happy to help you.

Method	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or prescription drugs covered under the Part D benefit included in your plan. An appeal is a formal way of asking us to review and change a coverage decision we have made. You can make a complaint about us or one of our network providers or pharmacies, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes.

For more information about asking for a coverage decision or making an appeal or a complaint about your medical care or prescription drugs, see Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." You may call us if you have questions about our coverage decision process.

Method	Coverage decisions, appeals, or complaints for medical care or Part D prescription drugs – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org
MEDICARE WEBSITE	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx .

Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received

For more information about situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services or drugs."

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," for more information.

Method	Payment requests – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Payment requests – contact information
	2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called "CMS"). This agency contracts with Medicare Advantage and Medicare Cost Plan organizations, including our plan.

Method	Medicare – contact information
CALL	1-800-MEDICARE or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<u>http://www.medicare.gov</u> This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state. The Medicare website also has detailed information about your Medicare eligibility and enrollment options, with the following tools: <ul style="list-style-type: none">• Medicare Eligibility Tool: Provides Medicare eligibility status information.• Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and

Method	Medicare – contact information
	<p data-bbox="464 306 1378 411">Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans.</p> <p data-bbox="430 432 1414 499">You can also use the website to tell Medicare about any complaints you have about our plan:</p> <ul data-bbox="430 520 1414 709" style="list-style-type: none">• Tell Medicare about your complaint: You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. <p data-bbox="430 730 1401 947">If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called **Health Insurance Counseling Project**.
- In Maryland, the SHIP is called **Maryland Department of Aging**.
- In Virginia, the SHIP is called **Virginia Insurance Counseling and Assistance Program**.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

Method	Health Insurance Counseling Project (District of Columbia's SHIP) – contact information
CALL	202-994-6272
TTY	202-994-6656 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	2136 Pennsylvania Avenue, N.W., Washington, DC 20052
WEBSITE	www.law.gwu.edu/academics/el/clinics/insurance/

Method	Maryland Department of Aging – contact information
CALL	410-767-1100 or toll free 1-800-243-3425
TTY	711
WRITE	301 West Preston St., Suite 1007, Baltimore, MD 21201
WEBSITE	mdoa.state.md.us/

Method	Virginia Insurance Counseling and Assistance Program – contact information
CALL	804-662-9333 or toll free 1-800-552-3402
TTY	711
WRITE	1610 Forest Avenue, Suite 100, Henrico, VA 23229
WEBSITE	vda.virginia.gov

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For District of Columbia, Maryland, and Virginia, the Quality Improvement Organization is called KEPRO.

KEPRO has a group of doctors and other health care professionals who are paid by the federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KEPRO is an independent organization. It is not connected with our plan.

You should contact KEPRO in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

Method	KEPRO (District of Columbia's, Maryland's, and Virginia's QIO) – contact information
CALL	1-844-455-8708
TTY	1-855-843-4776 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609
WEBSITE	www.keproqio.com

SECTION 5. Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

Social Security is also responsible for determining who has to pay an extra amount for their Part D drug coverage because they have a higher income. If you got a letter from Social Security telling you that you have to pay the extra amount and have questions about the amount or if your income went down because of a life-changing event, you can call Social Security to ask for a reconsideration.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – contact information
CALL	1-800-772-1213 Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday. You can use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday.
WEBSITE	http://www.ssa.gov

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, coinsurance, and copayments). Some people with QMB are also eligible for full Medicaid benefits (QMB+).
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).
- **Qualified Individual (QI):** Helps pay Part B premiums.

- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact the Medicaid agency for your state listed below.

Method	Department of Healthcare Finance (District of Columbia's Medicaid program) – contact information
CALL	202-442-5988
TTY	711
WRITE	441 4th Street NW, 900S, Washington, DC 20001
WEBSITE	dhcf.dc.gov

Method	Maryland Medical Assistance Program/HealthChoice – contact information
CALL	410-767-5800 or toll free 1-800-492-5231
TTY	1-800-735-2258 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	mmcp.dhmh.maryland.gov

Method	Virginia Department of Medical Assistance Services – contact information
CALL	804-786-6145 or toll free 1-800-643-2273
TTY	711
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.

Method	Virginia Department of Medical Assistance Services – contact information
WEBSITE	dmasva.dmas.virginia.gov

SECTION 7. Information about programs to help people pay for their prescription drugs

Medicare's "Extra Help" Program

Medicare provides "Extra Help" to pay prescription drug costs for people who have limited income and resources. Resources include your savings and stocks, but not your home or car. If you qualify, you get help paying for any Medicare drug plan's monthly premium, yearly deductible, and prescription copayments. This "Extra Help" also counts toward your out-of-pocket costs.

People with limited income and resources may qualify for "Extra Help." Some people automatically qualify for "Extra Help" and don't need to apply. Medicare mails a letter to people who automatically qualify for "Extra Help."

You may be able to get "Extra Help" to pay for your prescription drug premiums and costs. To see if you qualify for getting "Extra Help," call:

- **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day, 7 days a week;
- The Social Security Office at **1-800-772-1213**, between 7 a.m. to 7 p.m., Monday through Friday. TTY users should call **1-800-325-0778**; or
- Your state Medicaid office (see Section 6 in this chapter for contact information).

If you believe you have qualified for "Extra Help" and you believe that you are paying an incorrect cost-sharing amount when you get your prescription at a pharmacy, our plan has established a process that allows you either to request assistance in obtaining evidence of your proper copayment level, or, if you already have the evidence, to provide this evidence to us.

If you aren't sure what evidence to provide us, please contact a network pharmacy or Member Services. The evidence is often a letter from either the state Medicaid or Social Security office that confirms you are qualified for "Extra Help." The evidence may also be state-issued documentation with your eligibility information associated with Home and Community-Based Services.

You or your appointed representative may need to provide the evidence to a network pharmacy when obtaining covered Part D prescriptions so that we may charge you the appropriate cost-sharing amount until the Centers for Medicare & Medicaid Services (CMS) updates its records to reflect your current status. Once CMS updates its records, you will no longer need to present the evidence to the pharmacy. Please provide your evidence in one of the following ways so we can forward it to CMS for updating:

- Write to Kaiser Permanente at:
California Service Center
Attn: Best Available Evidence
P.O. Box 232407
San Diego, CA 92193-2407
- Fax it to **1-877-528-8579**.
- Take it to a network pharmacy or your local Member Services office at a network facility.

When we receive the evidence showing your copayment level, we will update our system so that you can pay the correct copayment when you get your next prescription at the pharmacy. If you overpay your copayment, we will reimburse you. Either we will forward a check to you in the amount of your overpayment or we will offset future copayments. If the pharmacy hasn't collected a copayment from you and is carrying your copayment as a debt owed by you, we may make the payment directly to the pharmacy. If a state paid on your behalf, we may make payment directly to the state. Please contact Member Services if you have questions (phone numbers are printed on the back cover of this booklet).

Medicare Coverage Gap Discount Program

The Medicare Coverage Gap Discount Program provides manufacturer discounts on brand-name drugs to Part D enrollees who have reached the coverage gap and are not receiving "Extra Help." A 50% discount on the negotiated price (excluding the dispensing fee) is available for those brand-name drugs from manufacturers. The plan pays an additional 5% and you pay the remaining 45% for your brand-name drugs.

If you reach the coverage gap, we automatically apply the discount when your pharmacy bills you for your prescription. Your **Part D Explanation of Benefits (Part D EOB)** will show any discount provided. Both the amount you pay and the amount discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them, and move you through the coverage gap. The amount paid by the plan (5%) does not count toward your out-of-pocket costs.

You also receive some coverage for generic drugs. If you reach the coverage gap, our plan pays 42% of the price for generic drugs and you pay the remaining 58% of the price. For generic drugs, the amount paid by our plan (42%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap. Also, the dispensing fee is included as part of the cost of the drug.

The Medicare Coverage Gap Discount Program is available nationwide. Because our High Option plan offers additional gap coverage during the Coverage Gap Stage, your out-of-pocket costs will sometimes be lower than the costs described here. Please go to Chapter 6, Section 6, for more information about your coverage during the Coverage Gap Stage.

If you have any questions about the availability of discounts for the drugs you are taking or about the Medicare Coverage Gap Discount Program in general, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you have coverage from a State Pharmaceutical Assistance Program (SPAP)?

If you are enrolled in a State Pharmaceutical Assistance Program (SPAP), or any other program that provides coverage for Part D drugs (other than "Extra Help"), you still get the 50% discount on covered brand-name drugs. Also, the plan pays 5% of the costs of brand-name drugs in the coverage gap. The 50% discount and the 5% paid by the plan are both applied to the price of the drug before any SPAP or other coverage.

What if you have coverage from an AIDS Drug Assistance Program (ADAP)?

What is the AIDS Drug Assistance Program (ADAP)?

The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. **Note:** To be eligible for the ADAP operating in your state, individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status.

If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. Please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

What if you get "Extra Help" from Medicare to help pay your prescription drug costs? Can you get the discounts?

No. If you get "Extra Help," you already get coverage for your prescription drug costs during the coverage gap.

What if you don't get a discount, and you think you should have?

If you think that you have reached the coverage gap and did not get a discount when you paid for your brand-name drug, you should review your next **Part D Explanation of Benefits (Part D EOB)** notice. If the discount doesn't appear on your **Part D EOB**, you should contact us to make sure that your prescription records are correct and up-to-date. If we don't agree that you are owed a discount, you can appeal. You can get help filing an appeal from your State Health Insurance Assistance Program (SHIP) (telephone numbers are in Section 3 of this chapter) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

State Pharmaceutical Assistance Programs

Many states have State Pharmaceutical Assistance Programs that help some people pay for prescription drugs based on financial need, age, medical condition, or disabilities. Each state has different rules to provide drug coverage to its members.

In Maryland, the name of the State Pharmaceutical Assistance Program is Maryland Senior Prescription Drug Assistance Program (SPDAP). Maryland also has other programs that assist Maryland residents with drug expenses, which are the Kidney Disease Program and the AIDS Drug Assistance Program.

Method	Maryland Senior Prescription Drug Assistance Program (SPDAP) – contact information
CALL	1-800-551-5995
TTY	1-800-877-5156 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	628 Hebron Ave. Ste. 212, Glastonbury, CT 06033
WEBSITE	marylandspdap.com

Method	Maryland Kidney Disease Program – contact information
CALL	1-410-767-5000

Method	Maryland AIDS Drug Assistance Program – contact information
CALL	1-410-767-6535 or toll-free 1-800-205-6308

SECTION 8. How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – contact information
CALL	1-877-772-5772 Calls to this number are free. Available 9:00 a.m. to 3:30 p.m., Monday through Friday. If you have a touch-tone telephone, recorded information and automated services are available 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are not free.
WEBSITE	http://www.rrb.gov

SECTION 9. Do you have "group insurance" or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Member Services if you have any questions. You can ask about your (or your spouse's) employer or retiree health benefits, premiums, or the enrollment period. Phone numbers for Member Services are printed on the back cover of this booklet. You may also call **1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048)** with questions related to your Medicare coverage under this plan.

If you have other prescription drug coverage through your (or your spouse's) employer or retiree group, please contact that group's benefits administrator. The benefits administrator can help you determine how your current prescription drug coverage will work with our plan.

CHAPTER 3. Using our plan's coverage for your medical services

SECTION 1. Things to know about getting your medical care covered as a member of our plan 30

Section 1.1 What are "network providers" and "covered services"?..... 30

Section 1.2 Basic rules for getting your medical care covered by our plan 30

SECTION 2. Use providers in our network to get your medical care..... 31

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care 31

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP? 32

Section 2.3 How to get care from specialists and other network providers 33

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster 35

Section 3.1 Getting care if you have a medical emergency 35

Section 3.2 Getting care when you have an urgent need for services 36

Section 3.3 Getting care during a disaster 37

SECTION 4. What if you are billed directly for the full cost of your covered services? 37

Section 4.1 You can ask us to pay our share of the cost for covered services 37

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost 37

SECTION 5. How are your medical services covered when you are in a "clinical research study"?..... 38

Section 5.1 What is a "clinical research study"? 38

Section 5.2 When you participate in a clinical research study, who pays for what? 39

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution" 40

Section 6.1 What is a religious nonmedical health care institution?..... 40

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan? 40

SECTION 7. Rules for ownership of durable medical equipment 41

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan? 41

SECTION 1. Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using our plan to get your medical care covered. It gives you definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by our plan.

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the Medical Benefits Chart in the next chapter, Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

Section 1.1 What are "network providers" and "covered services"?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **"Providers"** are doctors and other health care professionals licensed by the state to provide medical services and care. The term "providers" also includes hospitals and other health care facilities.
- **"Network providers"** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan.
- **"Covered services"** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the Medical Benefits Chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care covered by our plan

As a Medicare health plan, our plan must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

We will generally cover your medical care as long as:

- **The care you receive is included in our plan's Medical Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- **You generally must receive your care from a network provider for our plan to cover the services.**
 - ♦ If we do not cover services you receive from an out-of-network provider, the services will be covered by Original Medicare if they are Medicare-covered services. Except for emergency or urgently needed services, if you get services covered by Original Medicare

from an out-of-network provider then you must pay Original Medicare's cost-sharing amounts. For information on Original Medicare's cost-sharing amounts, call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- ◆ You should get supplemental benefits from a network provider. If you get covered supplemental benefits, such as dental care, from an out-of-network provider, then you must pay the entire cost of the service.
- ◆ If an out-of-network provider sends you a bill that you think we should pay, please contact Member Services (phone numbers are printed on the back cover of this booklet). Generally, it is best to ask an out-of-network provider to bill Original Medicare first, and then to bill us for the remaining amount. We may require the out-of-network provider to bill Original Medicare. We will then pay any applicable Medicare coinsurance and deductibles minus your copayments on your behalf.
- **You have a network primary care provider** (a PCP) who is providing and overseeing your care. As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - ◆ In most situations, your network PCP must give you approval in advance before you can use other providers in our plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a "referral" (for more information about this, see Section 2.3 in this chapter).
 - ◆ Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 in this chapter).

SECTION 2. Use providers in our network to get your medical care

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a "PCP" and what does the PCP do for you?

As a member, you must choose a network provider to be your primary care provider. Your primary care provider is a physician in family medicine, adult medicine, general practice, or obstetrics/gynecology who meets state requirements and is trained to give you primary medical care.

Your PCP will provide most of your health care and will arrange or coordinate your covered care with other Medical Group physicians and other providers. If you need certain types of covered services or supplies, you must get approval in advance from your PCP. For specialty care and other services, your PCP will need to get prior authorization (prior approval) from us as described in Section 2.3 in this chapter.

You are free to get care from other Medical Group PCPs if your PCP is not available, and at any Kaiser Permanente medical office.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

How do you choose your PCP?

You may select a primary care plan physician from any of our available plan physicians who practice in these specialties: internal medicine, family medicine, and pediatrics. Also, women can select any available primary care plan physician from obstetrics/gynecology. Your PCP must be a Medical Group physician, unless we designate otherwise. If you do not select a PCP, then one will be selected for you from the available Medical Group physicians.

When you make a selection, it is effective immediately. To learn how to select a primary care plan physician, please call Member Services. You can also make your selection at **kp.org**. If there is a particular plan specialist or hospital that you want to use, check first to be sure your PCP makes referrals to that specialist, or uses that hospital.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our network of providers and you would have to find a new PCP.

To change your PCP, call Member Services. When you call, be sure to tell Member Services if you are seeing specialists or getting other covered services that need your PCP's approval (such as home health services and durable medical equipment). Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will tell you when the change to your new PCP will take effect. Generally, changes are effective the first of the month following the date when we receive your request.

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP?

You can get the services listed below without getting approval in advance from your PCP:

- Routine women's health care, which includes breast exams, screening mammograms (X-rays of the breast), Pap tests, and pelvic exams, as long as you get them from a network provider.
- Flu shots and Hepatitis B vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed services from network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, for example, when you are temporarily outside of our service area.
- If you visit the service area of another Kaiser Permanente region or Group Health Cooperative (GHC), you can receive certain care from designated providers in that service area. Please call Member Services for more information about getting care when visiting another Kaiser Permanente region's service area or the GHC service area, including coverage information and facility locations in parts of California, Colorado, Georgia, Hawaii, Idaho, Oregon, and Washington.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

Referrals from your PCP

You will usually see your PCP first for most of your routine health care needs. There are only a few types of covered services you may get on your own, without getting approval from your PCP first, which are described in Section 2.2. Also, your PCP will need to request authorization from our plan for referrals to specialists.

- If you are seeing a non-plan specialist when you enroll in our plan, you will be required in most instances to switch to a plan specialist. If your current specialist is not a plan specialist and you wish to continue to receive services from that non-plan specialist, you may continue to do so under your Original Medicare benefits, if he/she participates in the Medicare program. In that instance, you will be required to pay Original Medicare cost-sharing because the services will not be covered by our plan.

Prior authorization

For the services and items listed below and in Chapter 4, Sections 2.1 and 2.2, your PCP will need to get approval in advance from our plan or Medical Group (this is called getting "prior authorization"). Decisions regarding requests for authorization will be made only by licensed physicians or other appropriately licensed medical professionals. If you get these services and items without prior authorization by our plan or Medical Group, the care will not be covered by our plan and you will have to pay Original Medicare's out-of-pocket amounts for the care.

- **Inpatient care.** For nonemergency admissions, the Medical Group and our plan will coordinate your care and determine which hospital you will be admitted. Your PCP or specialist must receive prior authorization from us for nonemergency admissions, including admissions to behavioral health, skilled nursing facilities, or other inpatient settings. We will determine the most appropriate facility for care. Depending upon your medical needs, we may transfer you from one network hospital or other inpatient setting, to another network hospital where Medical Group physicians are always on duty. In addition, we may transfer you from one network skilled nursing facility to another where Medical Group physicians make rounds and are available for urgent care.
- Medically necessary transgender surgery and associated procedures.
- **Network specialty care.** When your PCP believes that you need specialty care, he or she will request authorization from us. If specialty care is medically necessary, we will send you a written referral and authorize an initial consultation and/or a specified number of visits. After your initial consultation with the network specialist, you must then return to your PCP unless we have authorized more visits as specified in the written referral that we gave you.

Don't return to the network specialist after your initial consultation visit unless we have authorized additional visits in your referral. Otherwise, the services will not be covered and you will be responsible for paying Original Medicare cost-sharing and out-of-pocket expenses, instead of our plan's cost-sharing amounts. Here are some other things you should know about obtaining specialty care:

- ◆ If you need to see a network specialist frequently because you have been diagnosed with a condition or disease that requires ongoing specialized care, your PCP and your attending network specialist may develop a treatment plan that allows you to see the network specialist without additional referrals. Your PCP must contact us and your network specialist must use our criteria when creating your treatment plan, and the network specialist will need to get authorization before starting any treatment.
- **Out-of-network specialty care.** If your PCP decides that you require covered services not available from network providers, he or she will recommend to the Medical Group that you be referred to an out-of-network provider inside or outside our service area. The appropriate Medical Group designee will authorize the services if he or she determines that the covered services are medically necessary and are not available from a network provider. Referrals to out-of-network physicians will be for a specific treatment plan, which may include a standing referral if ongoing care is prescribed. Please ask your network physician what services have been authorized. If the out-of-network specialist wants you to come back for more care, be sure to check if the referral covers more visits to the specialist. If it doesn't, please contact your PCP.
- After we are notified that you need **post-stabilization care** from an out-of-network provider following emergency care, we will discuss your condition with the out-of-network provider. If we decide that you require post-stabilization care and that this care would be covered if you received it from a network provider, we will authorize your care from the out-of-network provider only if we cannot arrange to have a network provider (or other designated provider) provide the care. Please see Section 3.1 in this chapter for more information.

What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.

- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us at **1-888-777-5536 (TTY 711)** so we can assist you in finding a new provider and managing your care.

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster

Section 3.1 Getting care if you have a medical emergency

What is a "medical emergency" and what should you do if you have one?

A "medical emergency" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call **911** for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. The number to call is listed on the back of your membership card.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. High Option, Standard Option, and Standard Part B Only Option plan members, may get covered emergency medical care (including ambulance) when you need it anywhere in the world (claim forms required). For more information, see the Medical Benefits Chart in Chapter 4 of this booklet.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be either covered by our plan or Original Medicare. If your emergency care is provided by out-of-network providers, we will try to arrange for network

providers to take over your care as soon as your medical condition and the circumstances allow and we may choose to move you to a hospital where Medical Group physicians are always on duty. Our plan will cover your post-stabilization care if the services are provided by network providers, authorized by our plan, or the care is covered out-of-area urgent care. Otherwise, your post-stabilization care will be covered by Original Medicare and you will have to pay Original Medicare cost-sharing for post-stabilization care.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care—thinking that your health is in serious danger—and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, we will cover your care as long as you reasonably thought your health was in serious danger.

However, after the doctor has said that it was not an emergency, we will cover additional care only if you go to a network provider to get the additional care. If you get additional care from an out-of-network provider after the doctor says it was not an emergency, you will normally have to pay Original Medicare's cost-sharing.

Section 3.2 Getting care when you have an urgent need for services

What are "urgently needed services"?

"Urgently needed services" are a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers, or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are in our service area when you have an urgent need for care?

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible, and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

We know that sometimes it's difficult to know what type of care you need. That's why we have telephone advice nurses available to assist you. Our advice nurses are registered nurses specially trained to help assess medical symptoms and provide advice over the phone, when medically appropriate. Whether you are calling for advice or to make an appointment, you can speak to an advice nurse. They can often answer questions about a minor concern, tell you what to do if a network facility is closed, or advise you about what to do next, including making a same-day urgent care appointment for you if it's medically appropriate.

To speak with an advice nurse or make an appointment, please refer to your **Provider Directory** for appointment and advice telephone numbers.

What if you are outside our service area when you have an urgent need for care?

When you are outside the service area and cannot get care from a network provider, we will cover urgently needed services that you get from any provider. The High Option, Standard

Option, and Standard Part B Only Option plans cover urgently needed services anywhere in the world. For both Basic plans, coverage is limited to the United States and its territories.

Section 3.3 Getting care during a disaster

If the governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from us.

Please visit the following website—kp.org—for information on how to obtain needed care during a disaster.

Generally, during a disaster, we will allow you to obtain care from out-of-network providers at in-network cost-sharing. If you cannot use a network pharmacy during a disaster, you may be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section 2.5, for more information.

SECTION 4. What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay our share of the cost for covered services

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services or drugs," for information about what to do.

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost

Our plan covers all medical services that are medically necessary, listed in the Medical Benefits Chart (this chart is in Chapter 4 of this booklet), and obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by Original Medicare or are not covered by our plan. Also you will be responsible for payment if you obtain a plan service that was, obtained out-of-network and was not authorized. You have the right to seek care from any provider that is qualified to treat Medicare members. However, Original Medicare pays your claims and you must pay your cost-sharing.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has more information about what to do if you want a coverage decision from us or

want to appeal a decision we have already made. You may also call Member Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service, unless the plan offers, as a covered supplemental benefit, coverage beyond Original Medicare's limits. Any amounts you pay after the benefit has been exhausted will not count toward the out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

SECTION 5. How are your medical services covered when you are in a "clinical research study"?

Section 5.1 What is a "clinical research study"?

A clinical research study (also called a "clinical trial") is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has not approved, you will be responsible for paying all costs for your participation in the study.

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study and you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do not need to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do not need to be part of our plan's network of providers.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

Here is why you need to tell us:

- We can let you know whether the clinical research study is Medicare-approved.
- We can tell you what services you will get from clinical research study providers instead of from our plan.

If you plan on participating in a clinical research study, contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 5.2 When you participate in a clinical research study, who pays for what?

Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

Original Medicare pays most of the cost of the covered services you receive as part of the study.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will not pay for the new item or service that the study is testing, unless Medicare would cover the item or service even if you were not in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

Do you want to know more?

You can get more information about joining a clinical research study by reading the publication "Medicare and Clinical Research Studies" on the Medicare website (<http://www.medicare.gov>). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution"

Section 6.1 What is a religious nonmedical health care institution?

A religious nonmedical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility care. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious nonmedical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (nonmedical health care services). Medicare will only pay for nonmedical health care services provided by religious nonmedical health care institutions.

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan?

To get care from a religious nonmedical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is "non-excepted."

- "Non-excepted" medical care or treatment is any medical care or treatment that is voluntary and not required by any federal, state, or local law.
- "Excepted" medical treatment is medical care or treatment that you get that is not voluntary or is required under federal, state, or local law.

To be covered by our plan, the care you get from a religious nonmedical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to nonreligious aspects of care.
- If you get services from this institution that are provided to you in your home, we will cover these services only if your condition would ordinarily meet the conditions for coverage of services given by home health agencies that are not religious nonmedical health care institutions.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
 - ◆ You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
 - ◆ – *and* – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

Note: Covered services are subject to the same limitations and cost-sharing required for services provided by network providers as described in Chapters 4 and 12.

SECTION 7. Rules for ownership of durable medical equipment

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment includes items such as oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a provider for use in the home. Certain items, such as prosthetics, are always owned by the member. In this section, we discuss other types of durable medical equipment that must be rented.

In Original Medicare, people who rent certain types of durable medical equipment own the equipment after paying copayments for the item for 13 months. As a member of our plan, however, you usually will not acquire ownership of rented durable medical equipment items no matter how many copayments you make for the item while a member of our plan. Under certain limited circumstances we will transfer ownership of the durable medical equipment item. Call Member Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

What happens to payments you have made for durable medical equipment if you switch to Original Medicare?

If you switch to Original Medicare after being a member of our plan and you did not acquire ownership of the durable medical equipment item while in our plan, you will have to make 13 new consecutive payments for the item while in Original Medicare in order to acquire ownership of the item. Your previous payments while in our plan do not count toward these 13 consecutive payments.

If you made payments for the durable medical equipment item under Original Medicare before you joined our plan, these previous Original Medicare payments also do not count toward the 13 consecutive payments. You will have to make 13 consecutive payments for the item under Original Medicare in order to acquire ownership. There are no exceptions to this case when you return to Original Medicare.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay)

SECTION 1. Understanding your out-of-pocket costs for covered services 43

Section 1.1 Types of out-of-pocket costs you may pay for your covered services 43

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?..... 43

Section 1.3 Our plan does not allow providers to "balance bill" you 44

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay 45

Section 2.1 Your medical benefits and costs as a member of our plan..... 45

SECTION 3. What services are not covered by our plan? 94

Section 3.1 Services we do *not* cover (exclusions) 94

SECTION 1. Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. It includes a Medical Benefits Chart that lists your covered services and shows how much you will pay for each covered service as a member of our plan. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services. In addition, please see Chapters 3, 11, and 12 for additional coverage information, including limitations (for example, coordination of benefits, durable medical equipment, home health care, skilled nursing facility care, and third party liability).

Also, be sure to read the Amendment titled "What You Need to Know – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices" for more information about your additional coverage.

Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- A "**copayment**" is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your copayments.)
- "**Coinsurance**" is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service, unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your coinsurance.)

Some people qualify for state Medicaid programs to help them pay their out-of-pocket costs for Medicare. These "Medicare Savings Programs" include the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), and Qualified Disabled & Working Individuals (QDWI) programs. If you are enrolled in one of these programs, you may still have to pay a copayment for the service, depending upon the rules in your state.

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?

There is a limit to how much you have to pay out-of-pocket each year for in-network medical services that are covered under Medicare Part A and Part B (see the Medical Benefits Chart in Section 2 below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of our plan, the most you will have to pay out-of-pocket for in-network covered Part A and Part B services in 2016 is **\$3,400** for High Option plan members, **\$5,500** for Standard Option or Standard Part B Only Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members. The amounts you pay for copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premiums and for your Part D prescription drugs do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk (*) in the Medical Benefits Chart.

If you reach the maximum out-of-pocket amount of **\$3,400** for High Option plan members, **\$5,500** for Standard Option or Standard Part B Only Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members, you will not have to pay any out-of-pocket costs for the rest of the year for in-network covered Part A and Part B services. However, you must continue to pay your plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 1.3 Our plan does not allow providers to "balance bill" you

As a member of our plan, an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don't pay certain provider charges. Here is how this protection works:

- If your cost-sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost-sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends upon which type of provider you see:
 - ◆ If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate (as determined in the contract between the provider and our plan).
 - ◆ If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
 - ◆ If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for nonparticipating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
- If you believe a provider has "balance billed" you, call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of our plan

The Medical Benefits Chart on the following pages lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare-covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) must be medically necessary. "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered by our plan. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
 - ◆ If you get Medicare-covered services from an out-of-network provider and we do not cover the services, Original Medicare will cover the services. For any services covered by Original Medicare instead of our plan, you must pay Original Medicare's cost-sharing amounts.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in our plan's network. This is called giving you a "referral." Chapter 3 provides more information about getting a referral and the situations when you do not need a referral.
- Some of the services listed in the Medical Benefits Chart are covered only if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from us. Covered services that need approval in advance are marked in the Medical Benefits Chart with a footnote (†). In addition, see Section 2.2 in this chapter and Chapter 3, Section 2.3, for more information about prior authorization, including other services that require prior authorization that are not listed in the Medical Benefits Chart.

Other important things to know about our coverage:

- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay more in our plan than you would in Original Medicare. For others, you pay less. (If you want to know more about the coverage and costs of Original Medicare, look in your **Medicare & You** 2016 handbook. View it online at <http://www.medicare.gov> or ask for a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.)

- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.

Sometimes Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2016, either Medicare or our plan will cover those services.

 You will see this apple next to the preventive services in the Medical Benefits Chart.

Note: The Medical Benefits Chart below describes the medical benefits of the following Kaiser Permanente Medicare Plus plans:

- **High Option.**
- **Standard Option.**
- **Standard Part B Only Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

Medical Benefits Chart

Services that are covered for you	What you must pay when you get these services
<p> Abdominal aortic aneurysm screening</p> <p>A one-time screening ultrasound for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for this preventive screening.</p>
<p>Ambulance services</p> <ul style="list-style-type: none"> Covered ambulance services include fixed wing, rotary wing, and ground ambulance services to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by our plan. †Nonemergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. 	<p>You pay the following per one-way trip, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$150 for High Option plan members. \$225 for Standard Option or Standard Part B Only Option plan members. \$375 for Basic Option or Basic Part B Only Option plan members.
<p> Annual routine physical exams for High Option and both Standard Option plans</p> <p>Routine physical exams are covered if the exam is medically appropriate preventive care in accord with generally accepted professional standards of practice. This exam is covered once every 12 months.</p> <ul style="list-style-type: none"> Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>There is no coinsurance, copayment, or deductible for this preventive care for High Option, Standard Option, or Standard Part B Only Option plan members.</p>
<p> Annual wellness visit</p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Note: Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a "Welcome to Medicare" visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>	
<p> Bone mass measurement†</p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
<p> Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39. • One screening mammogram every 12 months for women age 40 and older. • Clinical breast exams once every 24 months. 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p>Cardiac rehabilitation services†</p> <p>Comprehensive programs for cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's referral. Our plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating well.</p>	
<p> Cardiovascular disease testing†</p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every five years (60 months).</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years.</p>
<p> Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical cancer or have had an abnormal Pap test and are of childbearing age: one Pap test every 12 months. 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>
<p>Chiropractic services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • We cover only manual manipulation of the spine to correct subluxation. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option, Standard Part B Only Option, Basic Option, or Basic Part B Only Option plan members.
<p> Colorectal cancer screening</p> <ul style="list-style-type: none"> • For people 50 and older, the following are covered: <ul style="list-style-type: none"> ◆ Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months. ◆ Fecal occult blood test, every 12 months. • For people at high risk of colorectal cancer, we cover a screening colonoscopy (or screening barium enema as an alternative) every 24 months. 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> For people not at high risk of colorectal cancer, we cover a screening colonoscopy every 10 years (120 months), but not within 48 months of a screening sigmoidoscopy. 	
<p>Dental services for High and both Standard plans*†</p> <ul style="list-style-type: none"> In general, preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are not covered by Original Medicare. However, for High Option, Standard Option, or Standard Part B Only Option plan members, we cover preventive and comprehensive dental care when provided by a participating dental provider as described at the end of this chart under "Dental benefits and fee schedule for High Option, Standard Option, or Standard Part B Only Option plan members" (please refer to that section for details about preventive and comprehensive dental coverage). Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Refer to "Dental benefits and fee schedule" at the end of the Medical Benefits Chart for cost-sharing information for High Option, Standard Option, or Standard Part B Only Option plan members.</p>
<ul style="list-style-type: none"> Accidental dental services: Prompt repair, but not replacement, of sound natural teeth within one year of the accident, when services begin within 60 days of the injury. Note: Injuries incurred while eating or chewing are not covered. <p>Limitations:</p> <ul style="list-style-type: none"> For Maryland or D.C. residents, Health Plan pays up to a \$2,000 maximum benefit per accident (this limit does not apply to residents of Virginia). Services must be provided by a plan provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$20 for High Option plan members. \$40 for Standard Option or Standard Part B Only Option plan members. \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Depression screening</p> <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>Covered items include, but are not limited to: wheelchairs, crutches, hospital bed, IV infusion pump, oxygen equipment, nebulizer, and walker.</p> <p>We cover all medically necessary durable medical equipment covered by Original Medicare. If our supplier in your area does not carry a particular brand or manufacturer, you may ask them if they can special order it for you. The most recent list of suppliers is available on our website at kp.org.</p> <p>You may also obtain any medically necessary durable medical equipment from any supplier that contracts with fee-for-service Medicare (Original Medicare). However, if our plan does not contract with this supplier, you will have to pay the cost-sharing under fee-for-service Medicare.</p>	
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <ul style="list-style-type: none"> • High Option, Standard Option, and Standard Part B Only Option plan members have worldwide emergency care coverage. • Basic Option and Basic Part B Only Option plan members have coverage while inside the United States and its territories. 	<p>\$75 per Emergency Department visit.</p> <p>This copayment does not apply if you are admitted directly to the hospital as an inpatient within 48 hours (it does apply if you are admitted as anything other than an inpatient; for example, it does apply if you are admitted for observation).</p> <p>†If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by our plan and your cost is the cost-sharing you would pay at a network hospital.</p>
<ul style="list-style-type: none"> • For High Option, Standard Option, and Standard Part B Only Option plan members, outpatient prescription drugs prescribed and provided outside the United States as part of covered emergency care are 	<ul style="list-style-type: none"> • For High Option, Standard Option, or Standard Part B Only Option plan members, you pay the following for outpatient

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>covered. These drugs are not covered under the Medicare Part D benefit and payments made for these drugs will not count toward your initial coverage limit or total out-of-pocket costs.</p>	<p>prescription drugs up to a 30-day supply:</p> <ul style="list-style-type: none"> ◆ Generic drug: \$33. ◆ Brand-name drug: \$95. <ul style="list-style-type: none"> ● Not covered for Basic Option or Basic Part B Only Option plan members.
<p> Health and wellness education programs for High and both Standard plans</p> <p>These are programs focused on clinical health conditions such as hypertension, cholesterol, asthma, and special diets. Programs are designed to enrich the health and lifestyles of members include weight management, fitness, and stress management classes at Kaiser Permanente medical centers. They include online recipes, information on a variety of health topics, a health encyclopedia, a drug encyclopedia, online health calculators which help members check their progress to better health, walking, and weight control programs. We offer healthy living seminars conducted by health care professionals, physical activity programs, and health fair activities including preventive care screenings and services that involve working with Kaiser Permanente representatives to complete and review total health assessments. Access to this information as well as online sign-up for classes available in your area can be found at kp.org/myhealth after selecting your region.</p>	<ul style="list-style-type: none"> ● No charge for High Option, Standard Option, or Standard Part B Only Option plan members. ● Not covered for Basic Option or Basic Part B Only Option plan members.
<p>Hearing services†</p> <ul style="list-style-type: none"> ● Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> ● \$20 for High Option plan members. ● \$40 for Standard Option or Standard Part B Only Option plan members. ● \$50 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p> HIV screening</p> <ul style="list-style-type: none"> • For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover one screening exam every 12 months. • For women who are pregnant, we cover up to three screening exams during a pregnancy. 	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered preventive HIV screening.</p>
<p>Home health agency care†</p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Part-time or intermittent skilled nursing and home health aide services. To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week. • Physical therapy, occupational therapy, and speech therapy. • Medical and social services. • Medical equipment and supplies. 	<p>No charge.</p> <p>Note: There is no cost -sharing for home health care services and items provided in accord with Medicare guidelines. However, the applicable cost-sharing listed elsewhere in this Medical Benefits Chart will apply if the item is covered under a different benefit; for example, durable medical equipment not provided by a home health agency.</p>
<p>Home infusion therapy</p> <p>We cover home infusion supplies and drugs if all of the following are true:</p> <ul style="list-style-type: none"> • Your prescription drug is on our Medicare Part D formulary. • We approved your prescription drug for home infusion therapy. • Your prescription is written by a network provider and filled at a network home-infusion pharmacy. 	<p>No charge.</p>
<p>Hospice care for members with Medicare Parts A and B</p>	<p>When you enroll in a Medicare-certified hospice program, your</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have six months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none">• Drugs for symptom control and pain relief.• Short-term respite care.• Home care. <p>*For hospice services and services that are covered by Medicare Part A or B and are related to your terminal prognosis: Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.</p> <p>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need nonemergency, non-urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network:</p> <ul style="list-style-type: none">• If you obtain the covered services from a network provider, you only pay the plan cost-sharing amount for in-network services.• *If you obtain the covered services from an out-of-network provider, you pay the cost-sharing under Fee-for-Service Medicare (Original Medicare). <p>For drugs that may be covered by our plan's Part D benefit: Drugs are never covered by both hospice and our plan at the same time. For more information, please see Chapter 5, Section 9.4, "What if you're in Medicare-certified hospice."</p> <p>Note: If you need nonhospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services. Getting your nonhospice care through</p>	<p>hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not our plan.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>our network providers will lower your share of the costs for the services.</p>	
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$35 for Basic Option plan members.
<p>Hospice care for members with Medicare Part B Only (Standard or Basic Part B Only plans)</p> <ul style="list-style-type: none"> • Our plan, rather than Original Medicare, covers hospice care for members who do not have Medicare Part A. Members must receive hospice services from network providers. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for Standard Part B Only Option plan members. • \$35 for Basic Part B Only Option plan members.
<p> Immunizations</p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> • Pneumonia vaccine. • Flu shots, once a year in the fall or winter. • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B. • Other vaccines if you are at risk and they meet Medicare Part B coverage rules. 	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We also cover some vaccines under our Part D prescription drug benefit.</p>	
<p>In addition, we cover the following routine immunization endorsed by the Centers for Disease Control and Prevention (CDC) that is not covered by Medicare Part B:</p> <ul style="list-style-type: none"> • Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under childhood immunizations). 	<p>No charge.</p>
<p>Infertility services for High Option and both Standard Option plan members †</p> <p>Medically necessary services only.</p> <ul style="list-style-type: none"> • Infertility services are not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Inpatient You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members. • \$675 for Standard Option or Standard Part B Only Option plan members. <p>Outpatient surgery You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Part B Only Option plan members. <p>Office visits You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Part B Only Option plan members.</p> <p>Related prescription drugs:</p> <ul style="list-style-type: none"> • 50% coinsurance.
<p>Inpatient hospital care†</p> <p>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>For High Option, Standard Option, or Standard Part B Only Option plan members, there is no limit to the number of medically necessary hospital days or services that are generally and customarily provided by acute care general hospitals.</p> <p>For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Regular nursing services. • Costs of special care units (such as intensive care or coronary care units). • Drugs and medications. • Lab tests. • X-rays and other radiology services. • Necessary surgical and medical supplies. • Use of appliances, such as wheelchairs. • Operating and recovery room costs. • Physical, occupational, and speech language therapy. • Inpatient substance abuse services for medical management of withdrawal symptoms associated with substance abuse (detoxification). 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>†If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would pay at a network hospital.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are at a distant location, you may choose to go locally or distant as long as the local transplant providers are willing to accept the Original Medicare rate. If we provide transplant services at a distant location (outside of the service area) and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Physician services. 	
<p>Note: To be an "inpatient," your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Inpatient mental health care†</p> <p>Covered services include mental health care services that require a hospital stay.</p> <ul style="list-style-type: none"> • We cover up to 190-days per lifetime for inpatient stays in a Medicare-certified psychiatric hospital. The number 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>of covered lifetime hospitalization days is reduced by the number of inpatient days for mental health treatment previously covered by Medicare in a psychiatric hospital.</p> <ul style="list-style-type: none"> • The 190-day limit does not apply to mental health stays in a psychiatric unit of a general hospital. • For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period. 	<p>subsequent covered hospital stays within the same benefit period).</p> <ul style="list-style-type: none"> • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Inpatient services covered during a noncovered inpatient stay†</p> <p>If you have exhausted your inpatient mental health or skilled nursing facility (SNF) benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient or SNF stay. However, in some cases, we will cover certain services you receive while you are in the hospital or SNF.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Physician services. • Physical therapy, speech therapy, and occupational therapy. • Radium, and isotope therapy, including technician materials and services 	<p>You pay the following for covered outpatient services and other items covered under Medicare Part B depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
Basic Option or Basic Part B Only Option plan members.	
<ul style="list-style-type: none"> • Diagnostic tests (like lab tests). • X-ray. 	No charge.
<ul style="list-style-type: none"> • Surgical dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	20% coinsurance.
<ul style="list-style-type: none"> • Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices. • Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes (including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition). 	20% coinsurance.
<p>Medical foods</p> <p>Coverage is provided for medical foods and modified food products.</p>	25% coinsurance.
<p> Medical nutrition therapy†</p> <p>This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor.</p> <p>We cover three hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare health plan, or Original Medicare), and two hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew his or her referral yearly if your treatment is needed into the next calendar year.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered medical nutrition therapy services.</p>
<p>Medicare Part B prescription drugs</p> <p>These drugs are covered under Part B of Original Medicare.</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services. • Certain oral anti-cancer drugs and anti-nausea drugs. • Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa). • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Drugs you take using durable medical equipment (such as nebulizers) that were authorized by our plan. • Clotting factors you give yourself by injection if you have hemophilia. • Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant. • Antigens. • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases. <p>Chapter 5 explains the Part D prescription drug benefit, including rules you must follow to have prescriptions covered. What you pay for your Part D prescription drugs through our plan is explained in Chapter 6.</p>	<p>For all other Medicare Part B prescription drugs, you pay the following, depending upon the plan in which you are enrolled and the type of pharmacy and drug:</p> <p>Network pharmacy located at a Kaiser Permanente facility or our mail order pharmacy up to a 30-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ♦ \$15 for High Option, Standard Option, or Standard Option Part B Only plan members. ♦ \$17 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ♦ \$42 for High Option, Standard Option, or

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Standard Option Part B Only plan members.</p> <ul style="list-style-type: none"> ◆ \$45 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy (an affiliated pharmacy) up to a 30-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$20 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$47 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$50 for Basic Option or Basic Part B Only Option plan members. <p>Mail-order pharmacy up to a 90-day supply</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$30 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$84 for High Option, Standard Option, or Standard Option Part B Only plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$90 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy up to a 90-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$45 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$51 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$126 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$135 for Basic Option or Basic Part B Only Option plan members. <p>Network pharmacy up to a 90-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$60 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$102 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$141 for High Option, Standard Option, or Standard Option Part B Only plan members. ◆ \$150 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Morbid obesity†</p> <p>We cover diagnosis and treatment of morbid obesity that is recognized by the National Institutes of Health and is consistent with guidelines approved by the National Institutes of Health. BMI means a practical marker that is used to assess the degree of obesity and is calculated by dividing the weight in kilograms divided by height in meters squared.</p> <p>You must be at least 18 years of age or older and have either:</p> <ul style="list-style-type: none"> • A body mass index (BMI) of 50 or greater or • A BMI of 35 up to 49.9 when a combination of the following severe or life threatening conditions are also present: <ul style="list-style-type: none"> ◆ Sleep apnea. ◆ Diabetes. ◆ Degenerative joint disease of weight-bearing joints. ◆ Hypertension. ◆ Congestive heart failure and/or cardiomyopathy. ◆ Other severe or life threatening conditions directly related to obesity, when recommended by your plan provider. <p>Note: You will need to meet the above qualifications before your plan provider will refer you to our bariatric surgery program. This program may refer you to other plan providers to determine if you meet the additional criteria necessary for bariatric surgery, including nutritional, psychological, medical and social readiness for surgery. Final approval for surgical treatment will be required from the plan-designated physician.</p>	<p>Inpatient</p> <p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option or Standard Part B Only Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Part B Only Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Office visits</p> <p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Standard Option or Standard Part B Only Option plan members.</p> <ul style="list-style-type: none"> • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies†</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays. • Laboratory tests. • Electrocardiograms and electroencephalograms. • Blood – including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. <hr/> <ul style="list-style-type: none"> • Radiation (radium and isotope) therapy, including technician materials and supplies. 	<p>No charge.</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Option Part B Only plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$60 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Surgical supplies, such as dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Interventional radiology. • Other outpatient diagnostic tests. <ul style="list-style-type: none"> ♦ Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. 	<p>You pay the following per procedure, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option plan members. • \$100 for Standard Option or Standard Option Part B Only plan members. • 20% coinsurance for Basic Option or Basic Option Part B Only plan members.
<p>Outpatient hospital services†</p> <p>We cover medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery. 	<p>Emergency Department</p> <ul style="list-style-type: none"> • \$75 per visit. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • X-rays and other radiology services billed by the hospital. • Laboratory tests billed by the hospital. • Blood transfusion (administration). 	<p>No charge when received as part of the outpatient visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Certain drugs and biologicals that you can't give yourself. • 	
<ul style="list-style-type: none"> • Medical supplies such as splints and casts. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Certain screenings and preventive services. 	<p>No charge for preventive services that are covered at no cost under Original Medicare.</p>
<ul style="list-style-type: none"> • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it. 	<p>You pay the following per day, for partial hospitalization depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option or Standard Part B Only Option plan members. • \$55 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Dental anesthesia and related hospital or ambulatory facility charges are covered when provided in conjunction with dental care to a member who is: <ul style="list-style-type: none"> ◆ seven years of age or younger or is developmentally disabled; and ◆ an individual for whom a successful result cannot be expected from care provided under local anesthesia because of a physical, intellectual, or other medically compromising condition; and ◆ an individual for whom a superior result can be expected from dental care provided under general anesthesia; or ◆ an extremely uncooperative, fearful, or uncommunicative child who is 17 years of age or younger with dental needs of such magnitude that treatment should not be delayed or deferred; and ◆ an individual for whom lack of treatment can be expected to result in oral pain, infection, loss of teeth, or other increased oral or dental morbidity; or 	<p>Outpatient surgery</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Note: If the procedure results in a situation that requires hospitalization and you are admitted as an inpatient, the cost-sharing for inpatient care would also apply (see "Inpatient hospital care")</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>◆ an adult age 17 and older when the Member's medical condition (e.g., heart disease, hemophilia) requires that dental service be performed in a hospital or ambulatory surgical center for the safety of the member.</p> <p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	<p>section in this Medical Benefits Chart for cost-sharing information).</p>
<p>Outpatient mental health care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option or Standard Part B Only Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient rehabilitation services†</p> <ul style="list-style-type: none"> • Covered services include: physical therapy, occupational therapy, and speech language therapy. • Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs). 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option, Standard Part B Only Option, Basic Option, or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Outpatient substance abuse services† Treatment for substance abuse is covered if medically necessary and reasonable for the patient's condition.</p>	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option or Standard Part B Only Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers†</p> <p>Note: If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p>Partial hospitalization services† "Partial hospitalization" is a structured program of active psychiatric treatment, provided in a hospital outpatient setting or by a community mental health center that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.</p> <p>Note: Because there are no community mental health centers in our network, we cover partial hospitalization only in a hospital outpatient setting.</p>	<p>You pay the following per day, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option or Standard Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$55 for Basic Option or Basic Part B Only Option plan members.
<p>Physician/practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location. • †Consultation, diagnosis, and treatment by a specialist. • †Basic hearing and balance exams performed by a PCP or specialist, if your doctor orders it to see if you need medical treatment. • Second opinion by another network provider prior to surgery. • †Nonroutine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician). • †Family planning and consultation services. • Allergy consultations and evaluations†. • †Allergy testing and treatment. • †Allergy injections. • House calls. • Postpartum care. • †Prenatal care. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Allergy serum. • For High Option and both Standard Option plans, interactive video visits for professional services when care can be provided in this format as determined by a plan provider. • For High Option and both Standard Option plans, scheduled telephone appointment visits for professional 	<p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>services when care can be provided in this format as determined by a plan provider.</p> <ul style="list-style-type: none"> ◆ Interactive video and scheduled telephone appointment visits are not covered for Basic Option or Basic Part B Only Option plan members 	
<p>Podiatry services[†]</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). • Routine foot care for members with certain medical conditions affecting the lower limbs. 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option or Standard Option Part B Only plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam. • Prostate Specific Antigen (PSA) test. 	<p>There is no coinsurance, copayment, or deductible for an annual digital rectal exam or PSA test.</p>

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Prosthetic devices and related supplies† Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to: colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery (see "Vision care" later in this section for more detail).</p>	<ul style="list-style-type: none"> • 20% coinsurance for external prosthetic or orthotic devices and supplies, including wound care supplies. • No charge for surgically implanted internal devices.
<p>Pulmonary rehabilitation services Comprehensive programs for pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Screening and counseling to reduce alcohol misuse We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent. If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to two individual 20- to 30-minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>	<p>counseling to prevent STIs preventive benefit.</p>
<p>Services to treat kidney disease and conditions†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments). • Home dialysis equipment and supplies. • Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply). 	<p>No charge.</p>
<ul style="list-style-type: none"> • Outpatient dialysis treatments. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option, Standard Option, or Standard Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care). <p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B drugs, please go to the section called "Medicare Part B prescription drugs."</p>	<ul style="list-style-type: none"> \$30 for Basic Option or Basic Part B Only Option plan members. <p>No additional charge for services received during a hospital stay. Refer to the "Inpatient hospital care" section of this Medical Benefits Chart for the cost-sharing applicable to inpatient stays.</p>
<p>Skilled nursing facility (SNF) care† (For a definition of "skilled nursing facility care," see Chapter 12 of this booklet. Skilled nursing facilities are sometimes called "SNFs.")</p> <p>We cover up to 100 days per benefit period of skilled inpatient services in a skilled nursing facility in accord with Medicare guidelines (a prior hospital stay is not required).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> Semiprivate room (or a private room if medically necessary). Meals, including special diets. Skilled nursing services. Physical therapy, occupational therapy, and speech therapy. Drugs administered to you as part of your plan of care (this includes substances that are naturally present in the body, such as blood clotting factors). Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> No charge for days 1–20 for all plans. \$110 per day, for days 21–100 for High Option plan members. \$150 per day, for days 21–100 for Standard Option or Standard Part B Only Option plan members. \$160 per day, for days 21–100 for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>someone else. All other components of blood are covered beginning with the first pint used.</p> <ul style="list-style-type: none"> • Medical and surgical supplies ordinarily provided by SNFs. • Laboratory tests ordinarily provided by SNFs. • X-rays and other radiology services ordinarily provided by SNFs. • Use of appliances such as wheelchairs ordinarily provided by SNFs. • Physician/practitioner services. 	<p>sharing will continue until the benefit period ends.</p>
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</p> <p>If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost-sharing. Each counseling attempt includes up to four face-to-face visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p>Urgently needed services</p> <p>Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <ul style="list-style-type: none"> • Inside our service area: You must obtain urgent care from network providers, unless our provider network is temporarily unavailable or inaccessible due to an unusual and extraordinary circumstance (for example, major disaster). 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option or Standard Part B Only Option plan members. • \$65 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Outside our service area: You have urgent care coverage when you travel if you need medical attention right away for an unforeseen illness or injury and you reasonably believed that your health would seriously deteriorate if you delayed treatment until you returned to our service area. • High Option, Standard Option, and Standard Part B Only Option plan members have worldwide urgent care coverage. • Basic Option and Basic Part B Only Option plan members have urgent care coverage while inside the United States and its territories. <p>See Chapter 3, Section 3, for more information.</p>	<p>Emergency Department \$75 per Emergency Department visit.</p>
<p>Vision care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. However, for High Option and both Standard Option plans, we cover routine eye exams (eye refraction exams) to determine the need for vision correction and to provide a prescription for eyeglass lenses. <ul style="list-style-type: none"> ◆ (Routine eye exams are not covered under either Basic plan.) 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option or Standard Part B Only Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • 🍏 For people who are at high risk of glaucoma, such as people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older: glaucoma screening once per year. 	<p>No charge.</p>
<ul style="list-style-type: none"> • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) 	<p>20% coinsurance.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Corrective lenses/frames (and replacements) needed after a cataract removal without a lens implant. <p>Note: Members may request insertion of presbyopia-correcting intraocular lenses (IOLs) in place of a conventional IOL following cataract surgery. The member is responsible for payment of that portion of the charge for the IOL and associated services that exceed the charge for insertion of a conventional IOL following cataract surgery.</p>	
<p>*Additional eyewear benefits for High Option, Standard Option, or Standard Part B Only Option members:</p> <ul style="list-style-type: none"> • Eyeglass lenses: Regular eyeglass lenses, including add-ons. Regular eyeglass lenses are any lenses with a refractive value or a balance lens if only one eye needs correction. • Eyeglass frames: Eyeglass frames, including the mounting of eyeglass lenses in the frame, original fitting of the frames, and subsequent adjustment. 	<ul style="list-style-type: none"> • 75% of Plan Charges per calendar year for High Option, Standard Option, or Standard Part B Only Option members. • Not covered for Basic Option or Basic Option B Only plan members.
<ul style="list-style-type: none"> • Contact lenses: Coverage for the initial purchase of contact lenses only for the first time you are examined for contact lenses at a Kaiser Permanente facility. This discount includes: Fitting of contact lenses, initial pair of lenses, training for the insertion and removal of contact lens, and three months of follow-up visits. 	<ul style="list-style-type: none"> • 85% of Plan Charges per calendar year for High Option, Standard Option, or Standard Part B Only Option members. • Not covered for Basic Option or Basic Option B Only plan members.
<p> "Welcome to Medicare" preventive visit</p> <p>Our plan covers the one-time "Welcome to Medicare" preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p>Important: We cover the "Welcome to Medicare" preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" preventive visit.</p>	<p>There is no coinsurance, copayment, or deductible for the "Welcome to Medicare" preventive visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
Note: Refer to Chapter 1 (Section 7) and Chapter 11 for information about coordination of benefits that applies to all covered services described in this Medical Benefits Chart.	
Dental benefits and fee schedule for High Option, Standard Option, or Standard Part B Only Option plan members*†	
Note: Dental benefits are not covered for Basic Option or Basic Option B Only plan members.	
General terms and conditions	
<ul style="list-style-type: none">• Subject to the terms, conditions, limitations, and exclusions specified in this Kaiser Permanente Medicare Plus Evidence of Coverage including Chapter 12, "Definitions of Important Words," you may receive Covered Dental Services from Participating Dental Providers.• Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. has entered into an Agreement with Dental Administrator to provide Covered Dental Services through Participating Dental Providers.• Only the dental procedures listed in the dental fee schedule below are covered dental services. When you receive any of the listed procedures from a Participating Dental Provider, you will pay the fee listed for that service. The Participating Dental Provider has agreed to accept that fee as payment in full for that procedure. Neither Kaiser Permanente nor Dental Administrator is liable for payment of these fees or for any fees incurred as the result of receipt of a non-Covered Dental Service.• You will receive a list of Participating Dental Providers from the Health Plan or Dental Administrator. You should select a Participating Dental Provider "general dentist" from whom you and your family members will receive Covered Preventive Dental Services and other Covered Dental Services. Family members may use different Participating Dental Providers. Specialty care is also available should that be required; however, you must be referred to a Participating Dental Provider specialist by your general dentist. Your fees are usually higher for care received by a specialist. Please refer to the attached dental fee schedule for those discounted fees.• You may obtain a list of Participating Dental Providers by contacting Dental Administrator or our Member Services Department at the following numbers:<ul style="list-style-type: none">◆ Within the Washington, D.C. Metropolitan Service Area: 1-888-777-5536. Seven days a week, 8 a.m. to 8 p.m.◆ Outside the Washington, D.C. Metropolitan Service Area: (toll free) 1-888-777-5536. TTY users call 711.• Dental Administrator (DOMINION Dental Services USA, Inc.): Health Plan has entered into an agreement with DOMINION Dental Services USA, Inc. to provide Covered Dental Services as described in this section. For assistance concerning dental coverage questions, or for help finding a Participating Dental Provider, DOMINION Member Services specialists are available Monday through Friday from 7:30 a.m. to 6:00 p.m., or you may call the following numbers:	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> ◆ Within the Washington, D.C. Metropolitan Service Area: 703-518-5338. ◆ Outside the Washington, D.C. Metropolitan Service Area (toll free): 1-888-518-5338. ◆ TTY users call 1-800-688-4889. Hearing impaired members may also use the Internet at www.IP-RELAY.com ● DOMINION's Integrated Voice Response System is available 24 hours a day for information about Participating Dental Providers in your area, or to help you select a Participating Dental Provider. The most up-to-date list of Participating Dental Providers can be found at the following website: www.dominiondental.com/Kaiserdentists ● DOMINION also provides many other secure features online at www.dominiondental.com. 	
<p>Dental emergencies outside the service area*</p> <p>When a dental emergency occurs outside the service area, Dental Administrator will reimburse you for the reasonable charges for Covered Dental Services that may be provided, less any discounted fee, upon proof of payment, not to exceed \$50 per incident. Coverage is provided for emergency dental treatment as may be required to alleviate pain, bleeding, or swelling. You must receive all post-emergency care from a Participating Dental Provider.</p>	
<p>Discounted schedule of fees \$30 preventive plan</p> <p>Procedures not shown in this list are not covered. Refer to the description of your dental benefit for a complete description of the terms and conditions of your covered benefit.</p> <p>Fees quoted in the "You pay to Dentist" column apply only when performed by a participating general dentist. If specialty care is required, your general dentist must refer you to a participating specialist.</p> <p>FC \$30: You pay a combined fixed copayment of \$30 for any visit during which one or more of the following procedures are performed: (a) an oral exam (D0120, D0140, D0150, D0170 or D0180); (b) X-rays (D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0273, D0274, D0277, D0340 or D0350); (c) a pulp vitality test (D0460); (d) a diagnostic cast (D0470); (e) a routine cleaning (D1110); (f) fluoride application (D1206 or D1208); or (g) you are given oral hygiene instructions (D1310, D1320 or D1330). You pay a separate fee for any other procedure performed.</p> <p>Coverage for periodic oral exams, prophylaxes (cleanings) and fluoride applications is limited to two times per plan year.</p>	

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
Diagnostic Services			

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D0120	Periodic oral evaluation	FC \$30	Not covered
D0140	Limited oral evaluation - problem focused	FC \$30	Not covered
D0150	Comprehensive oral evaluation - new or established patient	FC \$30	Not covered
D0170	Re-evaluation - limited, problem focused	FC \$30	Not covered
D0180	Comprehensive periodontal evaluation - new or established patient - not in conjunction with D0150 and limited to once per 18 months	FC \$30	Not covered
D0210	Intraoral - complete series (including bitewings)	\$54	\$69
D0220	Intraoral - periapical first film	FC \$30	\$14
D0230	Intraoral - periapical each additional film	FC \$30	\$11
D0240	Intraoral - occlusal film	FC \$30	\$21
D0250	Extraoral - first film	FC \$30	\$26
D0260	Extraoral - each additional film	FC \$30	\$22
D0270	Bitewing - single film	FC \$30	\$14
D0272	Bitewings - two films	FC \$30	\$21
D0273	Bitewings - three films	FC \$30	\$28
D0274	Bitewings - four films	FC \$30	\$31
D0277	Vertical bitewings - 7 to 8 films	FC \$30	\$47
D0330	Panoramic film	\$43	\$55
D0340	Cephalometric film	FC \$30	\$55
D0350	Oral/facial photographic images	FC \$30	\$29
D0460	Pulp vitality tests	FC \$30	\$35
D0470	Diagnostic casts (not in conjunction with Orthodontics)	FC \$30	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
Preventive Services			
D1110	Prophylaxis (cleaning) - adult	FC \$30	Not covered
D1110*	Additional cleaning – beyond benefit limitation	\$40	\$40
D1206	Topical fluoride varnish for moderate/high risk caries patients	FC \$30	Not covered
D1208	Topical application of fluoride	FC\$30	Not covered
D1310	Nutritional counseling for control of dental disease	FC \$30	Not covered
D1320	Tobacco counseling for control and prev. of oral disease	FC \$30	Not covered
D1330	Oral hygiene instructions	FC \$30	Not covered
D1352	Prev resin rest. mod/high caries risk – perm. tooth	\$30	Not covered
Restorative Services			
D2140	Amalgam - one surface, primary or permanent	\$68	Not covered
D2150	Amalgam - two surfaces, primary or permanent	\$88	Not covered
D2160	Amalgam - three surfaces, primary or permanent	\$105	Not covered
D2161	Amalgam - four or more surfaces, primary or permanent	\$126	Not covered
D2330	Resin-based composite - one surface, anterior	\$83	Not covered
D2331	Resin-based composite - two surfaces, anterior	\$105	Not covered
D2332	Resin-based composite - three surfaces, anterior	\$129	Not covered
D2335	Resin-based composite - four or more surfaces or involving incisal angle (anterior)	\$163	Not covered
D2390	Resin-based composite crown, anterior	\$216	Not covered
D2391	Resin-based composite - one surface, posterior	\$108	Not covered
D2392	Resin-based composite - two surfaces, posterior	\$143	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2393	Resin-based composite - three surfaces, posterior	\$179	Not covered
D2394	Resin-based composite - four or more surfaces, posterior	\$204	Not covered
D2510	Inlay - metallic - one surface	\$493	Not covered
D2520	Inlay - metallic - two surfaces	\$556	Not covered
D2530	Inlay - metallic - three or more surfaces	\$604	Not covered
D2542	Onlay – metallic - two surfaces	\$641	Not covered
D2543	Onlay – metallic - three surfaces	\$653	Not covered
D2544	Dental onlay metl 4/more surfaces	\$657	Not covered
D2610	Inlay - porcelain/ceramic - one surface	\$541	Not covered
D2620	Inlay - porcelain/ceramic - two surfaces	\$576	Not covered
D2630	Inlay - porcelain/ceramic - three or more surfaces	\$665	Not covered
D2642	Onlay - porcelain/ceramic - two surfaces	\$616	Not covered
D2643	Onlay - porcelain/ceramic - three surfaces	\$666	Not covered
D2644	Dental onlay porc 4/more surfaces	\$710	Not covered
D2650	Inlay - resin-based composite - one surface	\$498	Not covered
D2651	Inlay - resin-based composite - two surfaces	\$538	Not covered
D2652	Inlay - resin-based composite - three or more surfaces	\$699	Not covered
D2662	Onlay - resin-based composite - two surfaces	\$568	Not covered
D2663	Onlay - resin-based composite - three surfaces	\$699	Not covered
D2664	Onlay - resin-based composite - \geq 4 surfaces	\$662	Not covered
D2710	Crown - resin (indirect)	\$277	Not covered
D2712	Crown 3/4 resin-based composite (exclusive of veneers)	\$255	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2720	Crown - resin with high noble metal	\$675	Not covered
D2721	Crown - resin with predominantly base metal	\$601	Not covered
D2722	Crown - resin with noble metal	\$628	Not covered
D2740	Crown - porcelain/ceramic substrate	\$741	Not covered
D2750	Crown - porcelain fused to high noble metal	\$755	Not covered
D2751	Crown - porcelain fused to predominantly base metal	\$653	Not covered
D2752	Crown - porcelain fused to noble metal	\$679	Not covered
D2780	Crown - 3/4 cast high noble metal	\$724	Not covered
D2781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D2782	Crown - 3/4 cast noble metal	\$611	Not covered
D2783	Crown - 3/4 porcelain/ceramic	\$628	Not covered
D2790	Crown - full cast high noble metal	\$675	Not covered
D2791	Crown - full cast predominantly base metal	\$601	Not covered
D2792	Crown - full cast noble metal	\$628	Not covered
D2794	Crown - titanium	\$679	Not covered
D2910	Recement inlay	\$68	Not covered
D2920	Recement crown	\$68	Not covered
D2932	Prefabricated resin crown	\$254	Not covered
D2940	Sedative filling	\$77	Not covered
D2950	Core buildup, including any pins	\$172	Not covered
D2951	Pin retention - per tooth, in addition to restoration	\$40	Not covered
D2952	Cast post and core in addition to crown	\$252	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D2954	Prefabricated post and core in addition to crown	\$224	Not covered
D2955	Post removal (not in conj. with endo. therapy)	\$194	Not covered
D2970	Temporary crown (fractured tooth)	\$188	Not covered
D2980	Crown repair, by report	\$138	Not covered
Endodontic Services			
D3110	Pulp cap - direct (excluding final restoration)	\$47	Not covered
D3120	Pulp cap - indirect (excluding final restoration)	\$47	Not covered
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	\$104	\$122
D3221	Pulpal debridement, prim. and perm. teeth	\$126	Not covered
D3310	Anterior (excluding final restoration)	\$439	\$505
D3320	Bicuspid (excluding final restoration)	\$525	\$604
D3330	Molar (excluding final restoration)	\$687	\$789
D3333	Internal root repair of perforation defects	Not covered	\$225
D3346	Retreatment of previous root canal therapy - anterior	Not covered	\$609
D3347	Retreatment of previous root canal therapy - bicuspid	Not covered	\$812
D3348	Retreatment of previous root canal therapy - molar	Not covered	\$1,047
D3410	Apicoectomy/periradicular surgery - anterior	\$422	\$524
D3421	Apicoectomy/periradicular surgery - bicuspid (first root)	\$471	\$655
D3425	Apicoectomy/periradicular surgery - molar (first root)	\$518	\$687
D3426	Apicoectomy/periradicular surgery (each additional root)	\$314	\$371
D3427	Periradicular surg. w/o apicoectomy	\$402	\$504

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D3430	Retrograde filling - per root	\$118	\$295
D3450	Root amputation - per root	\$205	\$330
D3920	Hemisection (including any root removal), not including root canal therapy	\$258	\$305
D3950	Canal prep/fitting of preformed dowel or post	\$154	\$216
Periodontic Services			
D4210	Gingivectomy or gingivoplasty - four or more contiguous teeth per quadrant	\$372	\$439
D4211	Gingivectomy or gingivoplasty - one to three teeth, per quadrant	\$161	\$190
D4240	Gingival flap procedure, including root planing - four or more contiguous teeth	\$479	\$566
D4241	Gingival flap procedure, including root planing - one to three teeth, per quadrant	\$121	\$239
D4260	Osseous surgery (including flap entry and closure) - four or more per quadrant	\$709	\$836
D4261	Osseous surgery (including flap entry and closure) - one to three teeth, per quadrant	\$452	\$534
D4268	Surgical revision procedure, per tooth	\$389	\$562
D4274	Distal or proximal wedge procedure	\$329	\$466
D4341	Periodontal scaling and root planing - four or more contiguous teeth or bounded teeth spaces per quadrant	\$137	\$194
D4342	Periodontal scaling and root planing - one to three teeth, per quadrant	\$99	\$117
D4355	Full mouth debridement to enable comprehensive evaluation and diagnosis	\$121	\$175
D4381	Localized delivery of chemotherapeutic agents	\$33	\$44

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D4910	Periodontal maintenance	\$83	\$110
Prosthetics - Removable			
D5110	Complete denture - maxillary	\$845	Not covered
D5120	Complete denture - mandibular	\$845	Not covered
D5130	Immediate denture - maxillary	\$910	Not covered
D5140	Immediate denture - mandibular	\$910	Not covered
D5211	Maxillary partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5212	Mandibular partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5225	Maxillary partial denture	\$904	Not covered
D5226	Mandibular partial denture	\$1,004	Not covered
D5281	Removable unilateral partial denture - one piece cast metal (including clasps and teeth)	\$510	Not covered
D5410	Adjust complete denture - maxillary	\$79	Not covered
D5411	Adjust complete denture - mandibular	\$79	Not covered
D5421	Adjust partial denture - maxillary	\$79	Not covered
D5422	Adjust partial denture - mandibular	\$79	Not covered
D5510	Repair broken complete denture base	\$101	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D5520	Replace missing or broken teeth - complete denture (each tooth)	\$77	Not covered
D5610	Repair resin denture base	\$102	Not covered
D5620	Repair cast framework	\$147	Not covered
D5630	Repair or replace broken clasp	\$139	Not covered
D5640	Replace broken teeth - per tooth	\$88	Not covered
D5650	Add tooth to existing partial denture	\$131	Not covered
D5660	Add clasp to existing partial denture	\$160	Not covered
D5670	Replace all teeth and acrylic on cast metal framework (maxillary)	\$559	Not covered
D5671	Replace all teeth and acrylic on cast metal framework (mandibular)	\$559	Not covered
D5710	Rebase complete maxillary denture	\$344	Not covered
D5711	Rebase complete mandibular denture	\$331	Not covered
D5720	Rebase maxillary partial denture	\$265	Not covered
D5721	Rebase mandibular partial denture	\$265	Not covered
D5730	Reline complete maxillary denture (chairside)	\$214	Not covered
D5731	Reline complete mandibular denture (chairside)	\$215	Not covered
D5740	Reline maxillary partial denture (chairside)	\$212	Not covered
D5741	Reline mandibular partial denture (chairside)	\$212	Not covered
D5750	Reline complete maxillary denture (laboratory)	\$260	Not covered
D5751	Reline complete mandibular denture (laboratory)	\$258	Not covered
D5760	Reline maxillary partial denture (laboratory)	\$250	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D5761	Reline mandibular partial denture (laboratory)	\$249	Not covered
D5810	Interim complete denture (maxillary)	\$549	Not covered
D5811	Interim complete denture (mandibular)	\$400	Not covered
D5820	Interim partial denture (maxillary)	\$424	Not covered
D5821	Interim partial denture (mandibular)	\$429	Not covered
D5850	Tissue conditioning, maxillary	\$120	Not covered
D5851	Tissue conditioning, mandibular	\$121	Not covered
Prosthetics - Fixed			
D6000- D6199	ALL IMPLANT SERVICES - 15% DISCOUNT (incl. D0360-D0363 cone beam imaging w/ implants)		
D6210	Pontic - cast high noble metal	\$610	Not covered
D6211	Pontic - cast predominantly base metal	\$624	Not covered
D6212	Pontic - cast noble metal	\$586	Not covered
D6214	Pontic - titanium	\$571	Not covered
D6240	Pontic - porcelain fused to high noble metal	\$755	Not covered
D6241	Pontic - porcelain fused to predominantly base metal	\$653	Not covered
D6242	Pontic - porcelain fused to noble metal	\$679	Not covered
D6245	Pontic – porcelain/ceramic	\$741	Not covered
D6250	Pontic - resin with high noble metal	\$745	Not covered
D6251	Pontic - resin with predominantly base metal	\$707	Not covered
D6252	Pontic - resin with noble metal	\$717	Not covered
D6545	Retainer - cast metal for resin bonded fixed prosthesis	\$270	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D6548	Retainer. - porcelain/ceramic for resin bonded fixed prosthesis	\$481	Not covered
D6600	Inlay - porcelain/ceramic, two surfaces	\$400	Not covered
D6601	Inlay - porcelain/ceramic, ≥ 3 surfaces	\$426	Not covered
D6602	Inlay - cast high noble metal, two surfaces	\$422	Not covered
D6603	Inlay - cast high noble metal, three or more surfaces	\$468	Not covered
D6604	Inlay - cast predominantly base metal, two surfaces	\$422	Not covered
D6605	Inlay - cast predominantly base metal, three or more surfaces	\$404	Not covered
D6606	Inlay - cast noble metal, two surfaces	\$384	Not covered
D6607	Inlay - cast noble metal, three or more surfaces	\$426	Not covered
D6608	Onlay -porcelain./ceramic, two surfaces	\$437	Not covered
D6609	Onlay - porcelain./ceramic, three or more surfaces	\$458	Not covered
D6610	Onlay - cast high noble metal, two surfaces	\$501	Not covered
D6611	Onlay cast high noble metal ≥ 3 surfaces	\$548	Not covered
D6612	Onlay - cast predominantly base metal, two surfaces	\$431	Not covered
D6613	Onlay - cast predominantly base metal, three or more surfaces	\$478	Not covered
D6614	Onlay - cast noble metal, two surfaces	\$454	Not covered
D6615	Onlay cast noble metal ≥ 3 surfaces	\$501	Not covered
D6624	Inlay - titanium	\$468	Not covered
D6634	Onlay - titanium	\$548	Not covered
D6720	Crown - resin with high noble metal	\$747	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D6721	Crown - resin with predominantly base metal	\$666	Not covered
D6722	Crown - resin with noble metal	\$696	Not covered
D6740	Crown – Porcelain/ceramic	\$741	Not covered
D6750	Crown - porcelain fused to high noble metal	\$639	Not covered
D6751	Crown - porcelain fused to predominantly base metal	\$571	Not covered
D6752	Crown - porcelain fused to noble metal	\$599	Not covered
D6780	Crown - 3/4 cast high noble metal	\$724	Not covered
D6781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D6782	Crown - 3/4 cast noble metal	\$578	Not covered
D6783	Crown - 3/4 porc./ceramic	\$808	Not covered
D6790	Crown - full cast high noble metal	\$675	Not covered
D6791	Crown - full cast predominantly base metal	\$601	Not covered
D6792	Crown - full cast noble metal	\$628	Not covered
D6794	Crown - titanium	\$679	Not covered
D6930	Recement fixed partial denture	\$88	Not covered
D6940	Stress breaker	\$205	Not covered
D6975	Coping - metal	\$431	Not covered
D6980	Fixed partial denture repair, by report	\$206	Not covered
Oral Surgery			
D7111	Coronal remnants - deciduous tooth	\$72	\$85
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	\$83	\$97

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D7210	Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth	\$149	\$176
D7220	Removal of impacted tooth - soft tissue	\$183	\$216
D7230	Removal of impacted tooth - partially bony	\$250	\$295
D7240	Removal of impacted tooth - completely bony	\$295	\$347
D7241	Removal of impacted tooth - completely bony, with unusual surg. complications	\$363	\$429
D7250	Surgical removal of residual tooth roots (cutting procedure)	\$167	\$199
D7270	Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	\$279	\$330
D7280	Surgical access of an unerupted tooth	\$312	\$369
D7282	Mobiliz. of erupted or malpos. tooth-aid erup	\$96	\$210
D7285	Biopsy of oral tissue - hard (bone, tooth)	\$196	\$231
D7286	Biopsy of oral tissue - soft (all others)	\$184	\$216
D7291	Transseptal fiberotomy/supra crestal fiberotomy, by report	\$142	\$169
D7310	Alveoloplasty in conjunction with extractions - per quadrant	\$150	\$177
D7311	Alveoloplasty in conjunction with extractions	\$130	\$154
D7320	Alveoloplasty not in conjunction with extractions – per quadrant	\$193	\$227
D7321	Alveoloplasty not in conjunction with extractions	\$40	\$84
D7471	Removal of lateral exostosis	\$314	\$370
D7472	Removal of torus palatinus	\$263	\$311
D7473	Removal of torus mandibularis	\$271	\$320

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D7485	Surgical reduction of osseous tuberosity	\$297	\$351
D7510	Incision and drainage of abscess - intraoral soft tissue	\$108	\$127
D7511	Incision and drainage of abscess - intraoral	\$226	\$260
D7910	Suture of recent small wounds up to 5 cm	\$246	\$290
D7960	Frenulectomy (frenectomy or frenotomy) - separate procedure	\$226	\$314
D7963	Frenuloplasty	\$99	\$245
D7970	Excision of hyperplastic tissue - per arch	\$456	\$539
D7971	Excision of pericoronal gingiva	\$225	\$265
D7972	Surgical reduction of fibrous tuberosity	\$78	\$185
Orthodontics			
D8090	Comprehensive orthodontic treatment of the adult dentition	Not covered	\$3,658
D8660	Pre-orthodontic treatment visit	Not covered	\$413
D8670	Periodic orthodontic treatment visit (as part of contract)	Not covered	\$118
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	Not covered	\$516
Additional Procedures			
D9110	Palliative (emergency) treatment of dental pain - minor procedure	\$30	\$75
D9210	Local anesthesia not in conjunction with operative or surgical procedures	\$0	Not covered
D9211	Regional block anesthesia	\$0	Not covered
D9212	Trigeminal division block anesthesia	\$0	Not covered
D9215	Local anesthesia	\$0	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High, Standard, or Standard Part B Only Option plans	*What you must pay	
		Dentist	Specialist
D9220	Deep sedation/general anesthes - first 30 minutes	\$80	\$277
D9221	Deep sedation/general anesthes - each addtl. 15 minutes	\$40	\$100
D9230	Analgesia, anxiolysis, inhalation of nitrous oxide	\$36	\$41
D9241	Intrav conscious sed./analgesia - first 30 minutes	\$121	\$272
D9242	Intrav conscious sed./analgesia - each addtl. 15 minutes	\$0	\$85
D9310	Consultation (diagnostic service provided by dentist or physician other than practitioner providing treatment)	\$59	\$96
D9439	Office visit - Not including an FC30 visit	\$10	\$10
D9440	Office visit - after regularly scheduled hours	\$27	\$111
D9910	Application of desensitizing medicament	\$30	\$60
D9930	Treatment of complications (post-surgical)	\$48	\$48
D9940	Occlusal guard, by report	\$338	\$519
D9950	Occlusion analysis - mounted case	\$169	\$169
D9951	Occlusal adjustment - limited	\$88	\$115
D9952	Occlusal adjustment - complete	\$372	\$597
D9990	Broken office appointment	\$50	\$50

SECTION 3. What services are not covered by our plan?

Section 3.1 Services we do *not* cover (exclusions)

This section tells you what services are "excluded" from Medicare coverage and, therefore, are not covered by this plan. If a service is "excluded," it means that we don't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception is we will pay if a service in the chart below is found upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 9, Section 5.3, in this booklet.)

All exclusions or limitations on services are described in the Medical Benefits Chart or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare.	√	
Experimental medical and surgical procedures, equipment and medications. <ul style="list-style-type: none"> • Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community. 		√ May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital.		√ Covered only when medically necessary.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	√	
Full-time nursing care in your home.	√	
Custodial care is care provided in a nursing home, hospice, or other facility setting when you	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
do not require skilled medical care or skilled nursing care. <ul style="list-style-type: none"> • Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing. 		
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	√	
Fees charged by your immediate relatives or members of your household.	√	
Cosmetic surgery or procedures.		√ Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member. Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
Routine dental care, such as cleanings, fillings, or dentures for Basic Option or Basic Part B Only Option plan members.	√	
Nonroutine dental care for Basic Option or Basic Part B Only Option plan members.		√ Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
Routine chiropractic care.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		Manual manipulation of the spine to correct a subluxation is covered.
Routine foot care.		<p style="text-align: center;">√</p> Some limited coverage provided according to Medicare guidelines, for example, if you have diabetes.
Orthopedic shoes.		<p style="text-align: center;">√</p> If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease.
Supportive devices for the feet.		<p style="text-align: center;">√</p> Orthopedic or therapeutic shoes for people with diabetic foot disease.
Routine hearing exams.	√	
Hearing aids or exams to fit hearing aids.		<p style="text-align: center;">√</p> This exclusion does not apply to cochlear implants and osseointegrated external hearing devices covered by Medicare.
Routine eye exams, eyeglasses, and contact lenses for Basic Option or Basic Part B Only Option plan members.		<p style="text-align: center;">√</p> Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery.
Radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids.	√	
Reversal of sterilization procedures and non-prescription contraceptive supplies.	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Infertility services for Basic Option and Basic Part B Only Option plan members.	√	
Cost of donor semen and donor eggs, storage and freezing of eggs. Services other than artificial insemination, related to conception by artificial means, including but not limited to, in vitro fertilization, ovum transplants, gamete intrafallopian transfer, zygote intrafallopian transfer and prescription drugs related to such services. Services to reverse involuntary, surgically induced infertility.	√	
Acupuncture.	√	
Naturopath services (uses natural or alternative treatments).	√	
Care in a licensed intermediate care facility.	√	
Comfort, convenience, or luxury equipment or features.	√	
Private duty nurse.	√	
Meals delivered to your home.	√	
Outpatient oral nutrition, such as dietary supplements, herbal supplements, weight loss aids, formulas and food.		√ This exclusion does not apply to medical food and modified food products as described in "Medical foods" in the Medical Benefits Chart.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging, and mental performance).		<p style="text-align: center;">√</p> Covered if medically necessary and covered under Original Medicare.
Services provided to veterans in Veterans Affairs (VA) facilities.		<p style="text-align: center;">√</p> When emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will reimburse veterans for the difference. Members are still responsible for our plan's cost-sharing amounts.
Reconstructive surgery that offers only a minimal improvement in appearance or is performed to alter or reshape normal structures of the body in order to improve appearance.		<p style="text-align: center;">√</p> We cover reconstructive surgery to correct or repair abnormal structures of the body caused by congenital defect, developmental abnormalities, accidental injury, trauma, infection, tumors, or disease, if a network physician determines that it is necessary to improve function, or create a normal appearance, to the extent possible.
Surgery that, in the judgment of a network physician specializing in reconstructive surgery, offers only a minimal improvement in appearance. <ul style="list-style-type: none"> • Surgery that is performed to alter or reshape normal structures of the body in order to improve appearance. 	<p style="font-size: 2em;">√</p>	
Nonconventional intraocular lenses (IOLs) following		<p style="font-size: 2em;">√</p>

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
cataract surgery (for example, a presbyopia-correcting IOL).		You may request and we may provide insertion of a presbyopia-correcting IOL or astigmatism-correcting IOL following cataract surgery in lieu of a conventional IOL. However, you must pay the difference between Plan Charges for a nonconventional IOL and associated services and Plan Charges for insertion of a conventional IOL following cataract surgery.
Massage therapy.		√ Covered when ordered as part of physical therapy program in accord with Medicare guidelines.
Travel and lodging expenses.		√ Provided only in connection with out-of-area transplant services that our plan covers.
Transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a network provider.	√	
Licensed ambulance services without transport.		√ Covered if the ambulance transports you or if covered by Medicare.
Physical exams and other services (1) required for obtaining or maintaining employment or participation in employee programs, (2) required for insurance or licensing, or (3) on court order or required for parole or probation.		√ Covered if a network physician determines that the services are medically necessary except that routine physical exams are not covered for both Basic Option plans unless covered by Medicare.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services related to noncovered services or items.		<p style="text-align: center;">√</p> <p>When a service or item is not covered, all services related to the noncovered service or item are excluded, (1) except for services or items we would otherwise cover to treat complications of the noncovered service or item, or (2) unless covered in accord with Medicare guidelines.</p>
Services not approved by the federal Food and Drug Administration. Drugs, supplements, tests, vaccines, devices, radioactive materials, and any other services that by law require federal Food and Drug Administration (FDA) approval in order to be sold in the U.S., but are not approved by the FDA.		<p style="text-align: center;">√</p> <p>This exclusion applies to services provided anywhere, even outside the U.S. It does not apply to Medicare-covered clinical trials or covered emergency care you receive outside the U.S.</p>
Exclusions described in the amendment "What You Need to Know — Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices."	√	

CHAPTER 5. Using our plan's coverage for your Part D prescription drugs

SECTION 1. Introduction	104
Section 1.1 This chapter describes your coverage for Part D drugs.....	104
Section 1.2 Basic rules for our plan's Part D drug coverage.....	105
SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service	105
Section 2.1 To have your prescription covered, use a network pharmacy.....	105
Section 2.2 Finding network pharmacies	106
Section 2.3 Using our mail-order services	107
Section 2.4 How can you get a long-term supply of drugs?	107
Section 2.5 When can you use a pharmacy that is not in our network?.....	108
SECTION 3. Your drugs need to be on our "Drug List"	109
Section 3.1 The "Drug List" tells which Part D drugs are covered.....	109
Section 3.2 There are six "cost-sharing tiers" for drugs on our Drug List	109
Section 3.3 How can you find out if a specific drug is on our Drug List?.....	110
SECTION 4. There are restrictions on coverage for some drugs.....	110
Section 4.1 Why do some drugs have restrictions?.....	110
Section 4.2 What kinds of restrictions?.....	111
Section 4.3 Do any of these restrictions apply to your drugs?	111
SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?	112
Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered	112
Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?	112
Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?	114
SECTION 6. What if your coverage changes for one of your drugs?	115
Section 6.1 The Drug List can change during the year	115
Section 6.2 What happens if coverage changes for a drug you are taking?	115

SECTION 7. What types of drugs are <i>not</i> covered by our plan?	116
Section 7.1 Types of drugs we do not cover	116
SECTION 8. Show your plan membership card when you fill a prescription	117
Section 8.1 Show your membership card.....	117
Section 8.2 What if you don't have your membership card with you?.....	117
SECTION 9. Part D drug coverage in special situations	118
Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?	118
Section 9.2 What if you're a resident in a long-term care (LTC) facility?.....	118
Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?	119
Section 9.4 What if you're in Medicare-certified hospice?	119
SECTION 10. Programs on drug safety and managing medications	120
Section 10.1 Programs to help members use drugs safely	120
Section 10.2 Medication Therapy Management (MTM) program to help members manage their medications	120



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, **some information in this Evidence of Coverage about the costs for Part D prescription drugs does not apply to you.** We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 This chapter describes your coverage for Part D drugs

This chapter explains rules for using your coverage for Part D drugs. The next chapter tells you what you pay for Part D drugs (Chapter 6, "What you pay for your Part D prescription drugs").

In addition to your coverage for Part D drugs, we also cover some drugs under our plan's medical benefits.

Through our coverage of Medicare Part A benefits, we generally cover drugs you are given during covered stays in the hospital or in a skilled nursing facility. Through our coverage of Medicare Part B benefits, we cover drugs including certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility. Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," tells you about the benefits and costs for drugs during a covered hospital or skilled nursing facility stay, as well as your benefits and costs for Part B drugs.

Your drugs may be covered by Original Medicare if you are in Medicare hospice. We only cover Medicare Parts A, B, and D services and drugs that are unrelated to your terminal prognosis and related conditions, and therefore not covered under the Medicare hospice benefit. For more information, please see Section 9.4 in this chapter, "What if you're in Medicare-certified hospice." For information on hospice coverage, see the hospice section of Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

The following sections discuss coverage of your drugs under our plan's Part D benefit rules. Section 9 in this chapter, "Part D drug coverage in special situations," includes more information about your Part D coverage and Original Medicare.

Section 1.2 Basic rules for our plan's Part D drug coverage

Our plan will generally cover your drugs as long as you follow these basic rules:

- You must have a provider (a doctor, dentist, or other prescriber) write your prescription.
- Your prescriber must either accept Medicare or file documentation with CMS showing that he or she is qualified to write prescriptions, or your Part D claim will be denied. You should ask your prescribers the next time you call or visit if they meet this condition. If not, please be aware it takes time for your prescriber to submit the necessary paperwork to be processed.
- You generally must use a network pharmacy to fill your prescription. (See Section 2, "Fill your prescriptions at a network pharmacy or through our mail-order service.")
- Your drug must be on our **Kaiser Permanente 2016 Abridged Formulary** or **Kaiser Permanente 2016 Comprehensive Formulary** (we call it the "Drug List" for short). (See Section 3, "Your drugs need to be on our Drug List.")
- Your drug must be used for a medically accepted indication. A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. (See Section 3 for more information about a medically accepted indication.)

SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service

Section 2.1 To have your prescription covered, use a network pharmacy

In most cases, your prescriptions are covered only if they are filled at our network pharmacies. (See Section 2.5 for information about when we would cover prescriptions filled at out-of-network pharmacies.) Our network includes pharmacies with preferred cost-sharing, which may offer you lower cost-sharing than the standard cost-sharing offered by other pharmacies within the network.

A network pharmacy is a pharmacy that has a contract with our plan to provide your covered prescription drugs. The term "covered drugs" means all of the Part D prescription drugs that are covered on our plan's Drug List.

Our network includes pharmacies that offer standard cost-sharing and pharmacies that offer preferred cost-sharing. You may go to either type of network pharmacy to receive your covered prescription drugs. Your cost-sharing may be less at pharmacies with preferred cost-sharing.

Section 2.2 Finding network pharmacies

How do you find a network pharmacy in your area?

To find a network pharmacy, you can look in your **Pharmacy Directory**, visit our website (kp.org/directory), or call Member Services (phone numbers are printed on the back cover of this booklet).

You may go to any of our network pharmacies. However, your costs may be even less for your covered drugs if you use a network pharmacy that offers preferred cost-sharing rather than a network pharmacy that offers standard cost-sharing. The **Pharmacy Directory** will tell you which of the network pharmacies offer preferred cost-sharing. You can find out more about how your out-of-pocket costs could be different for different drugs by contacting us.

If you switch from one network pharmacy to another, and you need a refill of a drug you have been taking, you can ask either to have a new prescription written by a provider or to have your prescription transferred to your new network pharmacy.

What if the pharmacy you have been using leaves the network?

If the pharmacy you have been using leaves our plan's network, you will have to find a new pharmacy that is in our network. Or if the pharmacy you have been using stays within the network but is no longer offering preferred cost-sharing, you may want to switch to a different pharmacy. To find another network pharmacy in your area, you can get help from Member Services (phone numbers are printed on the back cover of this booklet) or use the **Pharmacy Directory**. You can also find information on our website at kp.org/directory.

What if you need a specialized pharmacy?

Sometimes prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, a long-term care facility (such as a nursing home) has its own pharmacy. If you are in an LTC facility, we must ensure that you are able to routinely receive your Part D benefits through our network of LTC pharmacies, which is typically the pharmacy that the LTC facility uses. If you have any difficulty accessing your Part D benefits in an LTC facility, please contact Member Services.
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network. However, currently this is not applicable to our plan because there are no such pharmacies inside our service area.
- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use.

Note: This scenario should happen rarely.

To locate a specialized pharmacy, look in your **Pharmacy Directory** or call Member Services (phone numbers are printed on the back cover of this booklet).

Section 2.3 Using our mail-order services

For certain kinds of drugs, you can use our plan's network mail-order services. Generally, the drugs provided through mail order are drugs that you take on a regular basis for a chronic or long-term medical condition. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List.

Our mail-order service allows you to order up to a 90-day supply.

To get information about filling your prescriptions by mail, call the Kaiser Permanente pharmacy at **703-466-4900** or toll free **1-800-733-6345**, Monday through Friday, 7 a.m. to 6 p.m. (TTY **711**).

You can conveniently order your prescription refills in the following ways:

- Calling our EZ Refill Line at **1-866-299-9415**, seven days a week, 24 hours a day, (TTY **711**). Be sure to select the mail delivery option when prompted.
- Order online at **kp.org/refill**. To register to use our secure online mail-order service, please go to **kp.org/register** and follow the on-screen instructions.

When you order refills for home delivery online, by phone, or in writing, you must pay your cost-sharing when you place your order (there are no shipping charges for regular mail-order service). If you prefer, you may designate a pharmacy where you want to pick up and pay for your prescription. Please contact a network pharmacy if you have a question about whether your prescription can be mailed, or see our Drug List for information about the drugs that can be mailed.

Usually a mail-order pharmacy order will get to you in no more than 10 days. If your mail-order prescription is delayed, please call the Kaiser Permanente pharmacy for assistance at **1-800-733-6345** or **703-466-4900**, Monday through Friday, 7 a.m. to 6 p.m. (TTY **711**).

Refills on mail order prescriptions. For refills, please contact your pharmacy 10 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

So the pharmacy can reach you to confirm your order before shipping, please make sure to let the pharmacy know the best ways to contact you. When you place your order, please provide your current contact information in case we need to reach you.

Section 2.4 How can you get a long-term supply of drugs?

When you get a long-term supply of drugs, your cost-sharing may be lower. Our plan offers two ways to get a long-term supply (also called an "extended supply") of "maintenance" drugs on our plan's Drug List. Maintenance drugs are drugs that you take on a regular basis for a chronic or long-term medical condition. You may order this supply through mail order (see Section 2.3 in this chapter) or you may go to a retail pharmacy.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

1. Some retail pharmacies in our network allow you to get a long-term supply of maintenance drugs. Your **Pharmacy Directory** tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Member Services for more information (phone numbers are printed on the back cover of this booklet).
2. For certain kinds of drugs, you can use our plan's network mail-order services. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List. Our mail-order service allows you to order up to a 90-day supply. See Section 2.3 for more information about using our mail-order services.

Section 2.5 When can you use a pharmacy that is not in our network?

Your prescription may be covered in certain situations

Generally, we cover drugs filled at an out-of-network pharmacy only when you are not able to use a network pharmacy. If you cannot use a network pharmacy, here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

- If you are traveling within the United States and its territories but outside the service area and you become ill or run out of your covered Part D prescription drugs, we will cover prescriptions that are filled at an out-of-network pharmacy in limited, nonroutine circumstances according to our Medicare Part D formulary guidelines.
- If you need a Medicare Part D prescription drug in conjunction with covered out-of-network emergency care or out-of-area urgent care, we will cover up to a 30-day supply from an out-of-network pharmacy. **Note:** Prescription drugs prescribed and provided outside of the United States and its territories as part of covered emergency or urgent care are covered up to a 30-day supply in a 30-day period. These drugs are not covered under Medicare Part D; therefore, payments for these drugs do not count toward reaching the catastrophic coverage stage.
- If you are unable to obtain a covered drug in a timely manner within our service area because there is no network pharmacy within a reasonable driving distance that provides 24-hour service. We may not cover your prescription if a reasonable person could have purchased the drug at a network pharmacy during normal business hours.
- If you are trying to fill a prescription for a drug that is not regularly stocked at an accessible network pharmacy or available through our mail-order pharmacy (including high-cost drugs).
- If you are not able to get your prescriptions from a network pharmacy during a disaster.

In these situations, please check first with Member Services to see if there is a network pharmacy nearby. Phone numbers for Member Services are printed on the back cover of this booklet. You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

How do you ask for reimbursement from our plan?

If you must use an out-of-network pharmacy, you will generally have to pay the full cost (rather than your normal share of the cost) at the time you fill your prescription. You can

ask us to reimburse you for our share of the cost. (Chapter 7, Section 2.1, explains how to ask us to pay you back.)

SECTION 3. Your drugs need to be on our "Drug List"

Section 3.1 The "Drug List" tells which Part D drugs are covered

Our plan has a **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**. In this **Evidence of Coverage**, we call it the "Drug List" for short.

The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our plan's Drug List.

The drugs on the Drug List are only those covered under Medicare Part D (earlier in this chapter, Section 1.1 explains about Part D drugs).

We will generally cover a drug on our plan's Drug List as long as you follow the other coverage rules explained in this chapter and the use of the drug is a medically accepted indication. A "medically accepted indication" is a use of the drug that is either:

- Approved by the Food and Drug Administration. (That is, the Food and Drug Administration has approved the drug for the diagnosis or condition for which it is being prescribed.)
- Or supported by certain reference books. (These reference books are the American Hospital Formulary Service Drug Information; the DRUGDEX Information System; and the USPDI or its successor; and, for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology or their successors.)

Our Drug List includes both brand-name and generic drugs

A generic drug is a prescription drug that has the same active ingredients as the brand-name drug. Generally, it works just as well as the brand-name drug and usually costs less. There are generic drug substitutes available for many brand-name drugs.

What is *not* on our Drug List?

Our plan does not cover all prescription drugs.

- In some cases, the law does not allow any Medicare plan to cover certain types of drugs (for more information about this, see Section 7.1 in this chapter).
- In other cases, we have decided not to include a particular drug on our Drug List.

Section 3.2 There are six "cost-sharing tiers" for drugs on our Drug List

Every drug on our plan's Drug List is in one of **six** cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug:

- Cost-sharing **Tier 1** for preferred generic drugs.
- Cost-sharing **Tier 2** for generic drugs.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- Cost-sharing **Tier 3** for preferred brand-name drugs.
- Cost-sharing **Tier 4** for nonpreferred brand-name drugs.
- Cost-sharing **Tier 5** for specialty-tier drugs.
- Cost-sharing **Tier 6** for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up on our Drug List. The amount you pay for drugs in each cost-sharing tier is shown in Chapter 6 ("What you pay for your Part D prescription drugs").

Section 3.3 How can you find out if a specific drug is on our Drug List?

You have three ways to find out:

1. Check the most recent Drug List we sent you in the mail. Please note: The Drug List (**Kaiser Permanente 2016 Abridged Formulary**) we sent you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it.
2. Visit our website (kp.org/seniormedrx). Our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) on the website is always the most current.
3. Call Member Services to find out if a particular drug is on our plan's Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) or to ask for a copy of the list. Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 4. There are restrictions on coverage for some drugs

Section 4.1 Why do some drugs have restrictions?

For certain prescription drugs, special rules restrict how and when our plan covers them. A team of doctors and pharmacists developed these rules to help our members use drugs in the most effective ways. These special rules also help control overall drug costs, which keeps your drug coverage more affordable.

In general, our rules encourage you to get a drug that works for your medical condition and is safe and effective. Whenever a safe, lower-cost drug will work just as well medically as a higher-cost drug, our plan's rules are designed to encourage you and your provider to use that lower-cost option. We also need to comply with Medicare's rules and regulations for drug coverage and cost-sharing.

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may

not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

Please note that sometimes a drug may appear more than once on our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**). This is because different restrictions or cost-sharing may apply based on factors such as the strength, amount, or form of the drug prescribed by your health care provider (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

Section 4.2 What kinds of restrictions?

Our plan uses different types of restrictions to help our members use drugs in the most effective ways. The sections below tell you more about the types of restrictions we use for certain drugs.

Restricting brand-name drugs when a generic version is available

Generally, a "generic" drug works the same as a brand-name drug and usually costs less. In most cases, when a generic version of a brand-name drug is available, our network pharmacies will provide you the generic version. We usually will not cover the brand-name drug when a generic version is available. However, if your provider has told us the medical reason that the generic drug will not work for you, then we will cover the brand-name drug. (Your share of the cost may be greater for the brand-name drug than for the generic drug.)

Getting plan approval in advance

For certain drugs, you or your provider need to get approval from our plan before we will agree to cover the drug for you. This is called "prior authorization." Sometimes the requirement for getting approval in advance helps guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by our plan.

Section 4.3 Do any of these restrictions apply to your drugs?

Our plan's Drug List includes information about the restrictions described above. To find out if any of these restrictions apply to a drug you take or want to take, check our Drug List. For the most up-to-date information, call Member Services (phone numbers are printed on the back cover of this booklet) or check our website (kp.org/seniormedrx).

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If there is a restriction on the drug you want to take, you should contact Member Services to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?

Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered

We hope that your drug coverage will work well for you. But it's possible that there could be a prescription drug you are currently taking, or one that you and your provider think you should be taking that is not on our formulary or is on our formulary with restrictions. For example:

- The drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand-name version you want to take is not covered.
- The drug is covered, but there are extra rules or restrictions on coverage for that drug. As explained in Section 4, some of the drugs covered by our plan have extra rules to restrict their use. In some cases, you may want us to waive the restriction for you.
- The drug is covered, but it is in a cost-sharing tier that makes your cost-sharing more expensive than you think it should be. Our plan puts each covered drug into one of six different cost-sharing tiers. How much you pay for your prescription depends in part on which cost-sharing tier your drug is in.

There are things you can do if your drug is not covered in the way that you'd like it to be covered. Your options depend upon what type of problem you have:

- If your drug is not on our Drug List or if your drug is restricted, go to Section 5.2 to learn what you can do.
- If your drug is in a cost-sharing tier that makes your cost more expensive than you think it should be, go to Section 5.3 to learn what you can do.

Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?

If your drug is not on our Drug List or is restricted, here are things you can do:

- You may be able to get a temporary supply of the drug (only members in certain situations can get a temporary supply). This will give you and your provider time to change to another drug or to file a request to have the drug covered.
- You can change to another drug.
- You can request an exception and ask us to cover the drug or remove restrictions from the drug.

You may be able to get a temporary supply

Under certain circumstances, we can offer a temporary supply of a drug to you when your drug is not on our Drug List or when it is restricted in some way. Doing this gives you time to talk with your provider about the change in coverage and figure out what to do.

To be eligible for a temporary supply, **you must meet the two requirements** below:

1. The change to your drug coverage must be one of the following types of changes:

- ◆ The drug you have been taking is no longer on our plan's Drug List.
- ◆ Or the drug you have been taking is now restricted in some way (Section 4 in this chapter tells you about restrictions).

2. You must be in one of the situations described below:

- ◆ **For those members who are new or who were in our plan last year and aren't in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. This temporary supply will be for a maximum of a 30-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 30-day supply of medication. The prescription must be filled at a network pharmacy.
- ◆ **For those members who are new or who were in our plan last year and reside in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. The total supply will be for a maximum of a 98-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 98-day supply of medication. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)
- ◆ **For those members who have been in our plan for more than 90 days and reside in a long-term care (LTC) facility and need a supply right away:** We will cover one 31-day supply of a particular drug, or less if your prescription is written for fewer days. This is in addition to the above long-term care transition supply.
- ◆ As a current member of our plan, **if you have a covered inpatient stay in the hospital or in a skilled nursing facility**, the drugs you obtain during your stay will be covered under your medical benefit rather than your Medicare Part D prescription drug coverage. When you are discharged home or to a custodial level of care at a long-term care facility, many outpatient prescription drugs you obtain at a pharmacy will be covered under your Medicare Part D coverage. Since your drug coverage is different depending upon the setting where you obtain the drug, it is possible that a drug you were taking that was covered under your medical benefit might not be covered by Medicare Part D (for example, over-the-counter drugs or cough medicine). If this happens, you will have to pay full price for that drug unless you have other coverage (for example, employer group or union coverage).

To ask for a temporary supply, call Member Services (phone numbers are printed on the back cover of this booklet).

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by our plan or ask us to make an exception for you and cover your current drug. The sections below tell you more about these options.

You can change to another drug

Start by talking with your provider. Perhaps there is a different drug covered by our plan that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

You can ask for an exception

You and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule. For example, you can ask us to cover a drug even though it is not on our plan's Drug List. Or you can ask us to make an exception and cover the drug without restrictions.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?

If your drug is in a cost-sharing tier you think is too high, here are things you can do:

You can change to another drug

If your drug is in a cost-sharing tier you think is too high, start by talking with your provider. Perhaps there is a different drug in a lower cost-sharing tier that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

You can ask for an exception

For drugs in Tier 2 (generic drugs) or Tier 4 (nonpreferred brand-name drugs), you and your provider can ask us to make an exception to the cost-sharing tier for the drug so that you pay less for it. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Drugs in our specialty tier (Tier 5) are not eligible for this type of exception. We do not lower the cost-sharing amount for drugs in this tier.

SECTION 6. What if your coverage changes for one of your drugs?

Section 6.1 The Drug List can change during the year

Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, we might make changes to the Drug List. For example, we might:

- Add or remove drugs from the Drug List. New drugs become available, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled and we decide not to cover it. Or we might remove a drug from the list because it has been found to be ineffective.
- Move a drug to a higher or lower cost-sharing tier.
- Add or remove a restriction on coverage for a drug (for more information about restrictions to coverage, see Section 4 in this chapter).
- Replace a brand-name drug with a generic drug.

In almost all cases, we must get approval from Medicare for changes we make to our Drug List.

Section 6.2 What happens if coverage changes for a drug you are taking?

How will you find out if your drug's coverage has been changed?

If there is a change to coverage for a drug you are taking, we will send you a notice to tell you. Normally, **we will let you know at least 60 days ahead of time.**

Once in a while, a drug is suddenly recalled because it's been found to be unsafe or for other reasons. If this happens, we will immediately remove the drug from the Drug List. We will let you know of this change right away. Your provider will also know about this change, and can work with you to find another drug for your condition.

Do changes to your drug coverage affect you right away?

If any of the following types of changes affect a drug you are taking, the change will not affect you until January 1 of the next year if you stay in our plan:

- If we move your drug into a higher cost-sharing tier.
- If we put a new restriction on your use of the drug.
- If we remove your drug from the Drug List, but not because of a sudden recall or because a new generic drug has replaced it.

If any of these changes happen to a drug you are taking, then the change won't affect your use or what you pay as your share of the cost until January 1 of the next year. Until that date, you

probably won't see any increase in your payments or any added restriction to your use of the drug. However, on January 1 of the next year, the changes will affect you.

In some cases, you will be affected by the coverage change before January 1:

- If a brand-name drug you are taking is replaced by a new generic drug, we must give you at least 60 days' notice or give you a 60-day refill of your brand-name drug at a network pharmacy.
 - ◆ During this 60-day period, you should be working with your provider to switch to the generic or to a different drug that we cover.
 - ◆ Or you and your provider can ask us to make an exception and continue to cover the brand-name drug for you. For information about how to ask for an exception, see Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)."
- Again, if a drug is suddenly recalled because it's been found to be unsafe or for other reasons, we will immediately remove the drug from the Drug List. We will let you know of this change right away.
 - ◆ Your provider will also know about this change, and can work with you to find another drug for your condition.

SECTION 7. What types of drugs are *not* covered by our plan?

Section 7.1 Types of drugs we do not cover

This section tells you what kinds of prescription drugs are "excluded." This means Medicare does not pay for these drugs.

If you get drugs that are excluded, you must pay for them yourself. We won't pay for the drugs that are listed in this section; the only exception is if the requested drug is found upon appeal to be a drug that is not excluded under Part D and we should have paid for or covered it because of your specific situation. (For information about appealing a decision we have made to not cover a drug, go to Chapter 9, Section 6.5, in this booklet.)

Here are three general rules about drugs that Medicare drug plans will not cover under Part D:

- Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.
- Our plan cannot cover a drug purchased outside the United States and its territories.
- Our plan usually cannot cover off-label use. "Off-label use" is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.
 - ◆ Generally, coverage for "off-label use" is allowed only when the use is supported by certain reference books. These reference books are the American Hospital Formulary Service Drug Information; the DRUGDEX Information System; and for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology; or their

successors. If the use is not supported by any of these reference books, then our plan cannot cover its "off-label use."

Also, by law, these categories of drugs are not covered by Medicare drug plans:

- Nonprescription drugs (also called over-the-counter drugs).
- Drugs when used to promote fertility.
- Drugs when used for the relief of cough or cold symptoms.
- Drugs when used for cosmetic purposes or to promote hair growth.
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations.
- Drugs when used for the treatment of sexual or erectile dysfunction, such as Viagra[®], Cialis[®], Levitra[®], and Caverject[®].
- Drugs when used for treatment of anorexia, weight loss, or weight gain.
- Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale.

If you receive "Extra Help" paying for your drugs, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid program to determine what drug coverage may be available to you. (You can find phone numbers and contact information for Medicaid in Chapter 2, Section 6.)

SECTION 8. Show your plan membership card when you fill a prescription

Section 8.1 Show your membership card

To fill your prescription, show your plan membership card at the network pharmacy you choose. When you show your plan membership card, the network pharmacy will automatically bill our plan for our share of your covered prescription drug cost. You will need to pay the pharmacy your share of the cost when you pick up your prescription.

Section 8.2 What if you don't have your membership card with you?

If you don't have your plan membership card with you when you fill your prescription, ask the pharmacy to call our plan to get the necessary information.

If the pharmacy is not able to get the necessary information, you may have to pay the full cost of the prescription when you pick it up. You can then ask us to reimburse you for our share. See Chapter 7, Section 2.1, for information about how to ask us for reimbursement.

SECTION 9. Part D drug coverage in special situations

Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?

If you are admitted to a hospital or to a skilled nursing facility for a stay covered by our plan, we will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, we will cover your drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this section that tell you about the rules for getting drug coverage. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about drug coverage and what you pay.

Please note: When you enter, live in, or leave a skilled nursing facility, you are entitled to a special enrollment period. During this time period, you can switch plans or change your coverage. (Chapter 10, "Ending your membership in our plan," tells you when you can leave our plan and join a different Medicare plan.)

Section 9.2 What if you're a resident in a long-term care (LTC) facility?

Usually, a long-term care (LTC) facility (such as a nursing home) has its own pharmacy, or a pharmacy that supplies drugs for all of its residents. If you are a resident of a long-term care facility, you may get your prescription drugs through the facility's pharmacy as long as it is part of our network.

Check your **Pharmacy Directory** to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you're a resident in a long-term care (LTC) facility and become a new member of our plan?

If you need a drug that is not on our Drug List or is restricted in some way, we will cover a **temporary supply** of your drug during the first 90 days of your membership. The total supply will be for a maximum of up to a 98-day supply, or less if your prescription is written for fewer days. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)

If you have been a member of our plan for more than 90 days and need a drug that is not on our Drug List or if our plan has any restriction on the drug's coverage, we will cover one 31-day supply, or less if your prescription is written for fewer days.

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. Perhaps there is a different drug covered by our plan that might work just as well for you. Or you and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do.

Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?

Do you currently have other prescription drug coverage through your (or your spouse's) employer or retiree group? If so, please contact that group's benefits administrator. He or she can help you determine how your current prescription drug coverage will work with our plan. In general, if you are currently employed, the prescription drug coverage you get from us will be secondary to your employer or retiree group coverage. That means your group coverage would pay first.

Special note about "creditable coverage"

Each year your employer or retiree group should send you a notice that tells you if your prescription drug coverage for the next calendar year is "creditable" and the choices you have for drug coverage.

If the coverage from the group plan is "**creditable**," it means that the plan has drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.

Keep these notices about creditable coverage because you may need them later. If you enroll in a Medicare plan that includes Part D drug coverage, you may need these notices to show that you have maintained creditable coverage. If you didn't get a notice about creditable coverage from your employer or retiree group plan, you can get a copy from your employer or retiree group's benefits administrator or the employer or union.

Section 9.4 What if you're in Medicare-certified hospice?

Drugs are never covered by both hospice and our plan at the same time. If you are enrolled in Medicare hospice and require an anti-nausea, laxative, pain medication, or antianxiety drug that is not covered by your hospice because it is unrelated to your terminal illness and related conditions, our plan must receive notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in receiving any unrelated drugs that should be covered by our plan, you can ask your hospice provider or prescriber to make sure we have the notification that the drug is unrelated before you ask a pharmacy to fill your prescription.

In the event you either revoke your hospice election or are discharged from hospice, our plan should cover all your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, you should bring documentation to the pharmacy to verify your revocation or discharge. See the previous parts of this chapter that tell about the rules for getting drug coverage under Part D. Chapter 6, "What you pay for your Part D prescription drugs," gives more information about drug coverage and what you pay.

SECTION 10. Programs on drug safety and managing medications

Section 10.1 Programs to help members use drugs safely

We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care. These reviews are especially important for members who have more than one provider who prescribes their drugs.

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

- Possible medication errors.
- Drugs that may not be necessary because you are taking another drug to treat the same medical condition.
- Drugs that may not be safe or appropriate because of your age or gender.
- Certain combinations of drugs that could harm you if taken at the same time.
- Prescriptions written for drugs that have ingredients you are allergic to.
- Possible errors in the amount (dosage) of a drug you are taking.

If we see a possible problem in your use of medications, we will work with your provider to correct the problem.

Section 10.2 Medication Therapy Management (MTM) program to help members manage their medications

We have a program that can help our members with complex health needs. For example, some members have several medical conditions, take different drugs at the same time, and have high drug costs.

This program is voluntary and free to members. A team of pharmacists and doctors developed the program for us. This program can help make sure that our members get the most benefit from the drugs they take.

Our program is called a Medication Therapy Management (MTM) program. Some members who take medications for different medical conditions may be able to get services through a MTM program. A pharmacist or other health professional will give you a comprehensive review of all your medications. You can talk about how best to take your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary of this discussion. The summary has a medication action plan that recommends what you can do to make the best use of your medications, with space for you to take notes or write down any follow-up questions. You'll also get a personal medication list that will include all the medications you're taking and why you take them.

It's a good idea to have your medication review before your yearly "Wellness" visit, so you can talk to your doctor about your action plan and medication list. Bring your action plan and medication list with you to your visit or anytime you talk with your doctors, pharmacists, and other health care providers. Also, keep your medication list with you (for example, with your ID) in case you go to the hospital or emergency room.

If we have a program that fits your needs, we will automatically enroll you in the program and send you information. If you decide not to participate, please notify us and we will withdraw you from the program. If you have any questions about these programs, please contact Member Services (phone numbers are printed on the back cover of this booklet).

CHAPTER 6. What you pay for your Part D prescription drugs

SECTION 1. Introduction 124

Section 1.1 Use this chapter together with other materials that explain your drug coverage..... 124

Section 1.2 Types of out-of-pocket costs you may pay for covered drugs 125

SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug 125

Section 2.1 What are the drug payment stages for Medicare Plus members?..... 125

SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in 126

Section 3.1 We send you a monthly report called the "Part D Explanation of Benefits" (the "Part D EOB")..... 126

Section 3.2 Help us keep our information about your drug payments up-to-date 127

SECTION 4. For both Basic plans, during the deductible stage, you pay the full cost of your Part D drugs. There is no deductible for the High Option and both Standard Option plans..... 128

Section 4.1 For both Basic plans, you stay in the deductible stage until you have paid \$360 for your Part D drugs. For the High Option and both Standard Option plans, you do not pay a deductible for your Part D drugs 128

SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share..... 128

Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription..... 128

Section 5.2 A table that shows your costs for a one-month supply of a drug 129

Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply 132

Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug..... 133

Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,310 134

SECTION 6. During the Coverage Gap Stage, you receive a discount on brand-name drugs and pay no more than 58% of the costs of generic drugs..... 135

Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$4,850 135

Section 6.2	How Medicare calculates your out-of-pocket costs for prescription drugs.....	137
SECTION 7.	During the Catastrophic Coverage Stage, we pay most of the cost for your drugs.....	138
Section 7.1	Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year	138
SECTION 8.	What you pay for vaccinations covered by Part D depends upon how and where you get them	139
Section 8.1	Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine.....	139
Section 8.2	You may want to call Member Services before you get a vaccination	140
SECTION 9.	Do you have to pay the Part D "late enrollment penalty"?	141
Section 9.1	What is the Part D "late enrollment penalty"?	141
Section 9.2	How much is the Part D late enrollment penalty?.....	141
Section 9.3	In some situations, you can enroll late and not have to pay the penalty	142
Section 9.4	What can you do if you disagree about your late enrollment penalty?	143
SECTION 10.	Do you have to pay an extra Part D amount because of your income?	143
Section 10.1	Who pays an extra Part D amount because of income?	143
Section 10.2	How much is the extra Part D amount?.....	143
Section 10.3	What can you do if you disagree about paying an extra Part D amount?	144
Section 10.4	What happens if you do not pay the extra Part D amount?.....	145



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, some information in this **Evidence of Coverage** about the costs for Part D prescription drugs does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 Use this chapter together with other materials that explain your drug coverage

This chapter focuses on what you pay for your Part D prescription drugs. To keep things simple, we use "drug" in this chapter to mean a Part D prescription drug. As explained in Chapter 5, not all drugs are Part D drugs—some drugs are covered under Medicare Part A or Part B and other drugs are excluded from Medicare coverage by law.

To understand the payment information we give you in this chapter, you need to know the basics of what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. Here are materials that explain these basics:

- Our **Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary**. To keep things simple, we call this the "Drug List."
 - ◆ This Drug List tells you which drugs are covered for you.
 - ◆ It also tells you which of the six "cost-sharing tiers" the drug is in and whether there are any restrictions on your coverage for the drug.
 - ◆ If you need a copy of the Drug List, call Member Services (phone numbers are printed on the back cover of this booklet). You can also find the Drug List on our website at kp.org/seniormedrx. The Drug List on the website is always the most current.
- **Chapter 5 of this booklet**. Chapter 5 gives you the details about your prescription drug coverage, including rules you need to follow when you get your covered drugs. Chapter 5 also tells you which types of prescription drugs are not covered by our plan.
- **Our plan's Pharmacy Directory**. In most situations, you must use a network pharmacy to get your covered drugs (see Chapter 5 for the details). The **Pharmacy Directory** has a list of pharmacies in our plan's network. It also tells you which pharmacies in our network can give you a long-term supply of a drug (such as filling a prescription for a three-month supply).

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage** and they all include Medicare Part D prescription drug coverage:

- **High Option.**
- **Standard Option.**
- **Standard Part B Only Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment confirmation letter).

Section 1.2 Types of out-of-pocket costs you may pay for covered drugs

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services. The amount that you pay for a drug is called "cost-sharing" and there are three ways you may be asked to pay.

- The "**deductible**" is the amount you must pay for drugs before our plan begins to pay its share.
- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug

Section 2.1 What are the drug payment stages for Medicare Plus members?

As shown in the table below, there are "drug payment stages" for your prescription drug coverage under our plan. How much you pay for a drug depends upon which of these stages you are in at the time you get a prescription filled or refilled. Keep in mind you are always responsible for our plan's monthly premium regardless of the drug payment stage.

Stage 1 Yearly Deductible Stage	Stage 2 Initial Coverage Stage	Stage 3 Coverage Gap Stage	Stage 4 Catastrophic Coverage Stage
<p>For Basic Option or Basic Part B Only Option plan members, you begin in this payment stage when you fill your first prescription of the year. During this stage, you pay the full cost of your drugs. You stay in this stage until you have paid \$360 for your drugs (\$360 is the amount of your deductible).</p> <p>For High Option, Standard Option, or Standard Part B Only Option plan members, because there is no deductible for your plan, this payment stage does not apply to you.</p> <p>(Details are in Section 4 of this chapter.)</p>	<p>For High Option, Standard Option, or Standard Part B Only Option plan members, you begin in this stage when you fill your first prescription of the year.</p> <p>For all members, during this stage, we pay our share of the cost of your drugs and you pay your share of the cost.</p> <p>You stay in this stage until your year-to-date "total drug costs" (your payments plus any Part D plan's payments) total \$3,310.</p> <p>(Details are in Section 5 of this chapter.)</p>	<p>During this stage, you pay 45% of the price for brand-name drugs (plus a portion of the dispensing fee), and 58% of the price for generic drugs except that:</p> <ul style="list-style-type: none"> • High Option plan members pay the copayment listed in Section 6 of this chapter for generics and vaccines, or 58% of the price, whichever is lower. • Both Standard Option plan members pay nothing for vaccines during this stage. <p>You stay in this stage until your year-to-date "out-of-pocket costs" (your payments) reach a total of \$4,850. This amount and rules for counting costs toward this amount have been set by Medicare.</p> <p>(Details are in Section 6 of this chapter.)</p>	<p>During this stage, we will pay most of the cost of your drugs for the rest of the calendar year (through December 31, 2016).</p> <p>(Details are in Section 7 of this chapter.)</p>

SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in

Section 3.1 We send you a monthly report called the "Part D Explanation of Benefits" (the "Part D EOB")

Our plan keeps track of the costs of your prescription drugs and the payments you have made when you get your prescriptions filled or refilled at the pharmacy. This way, we can tell you when you have moved from one drug payment stage to the next. In particular, there are two types of costs we keep track of:

- We keep track of how much you have paid. This is called your "**out-of-pocket**" cost.

- We keep track of your "**total drug costs.**" This is the amount you pay out-of-pocket or others pay on your behalf plus the amount paid by the plan.

Our plan will prepare a written report called the **Part D Explanation of Benefits** (it is sometimes called the "**Part D EOB**") when you have had one or more prescriptions filled through our plan during the previous month. It includes:

- **Information for that month.** This report gives you the payment details about the prescriptions you have filled during the previous month. It shows the total drug costs, what the plan paid, and what you and others on your behalf paid.
- **Totals for the year since January 1.** This is called "year-to-date" information. It shows you the total drug costs and total payments for your drugs since the year began.

Section 3.2 Help us keep our information about your drug payments up-to-date

To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up-to-date:

- **Show your membership card when you get a prescription filled.** To make sure we know about the prescriptions you are filling and what you are paying, show your plan membership card every time you get a prescription filled.
- **Make sure we have the information we need.** There are times you may pay for prescription drugs when we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, you may give us copies of receipts for drugs that you have purchased. (If you are billed for a covered drug, you can ask us to pay our share of the cost. For instructions about how to do this, go to Chapter 7, Section 2, of this booklet.) Here are some types of situations when you may want to give us copies of your drug receipts to be sure we have a complete record of what you have spent for your drugs:
 - ♦ When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan's benefit.
 - ♦ When you made a copayment for drugs that are provided under a drug manufacturer patient assistance program.
 - ♦ Anytime you have purchased covered drugs at out-of-network pharmacies or other times you have paid the full price for a covered drug under special circumstances.
- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs and help qualify you for catastrophic coverage. For example, payments made by a State Pharmaceutical Assistance Program, an AIDS drug assistance program (ADAP), the Indian Health Service, and most charities count toward your out-of-pocket costs. You should keep a record of these payments and send them to us so we can track your costs.
- **Check the written report we send you.** When you receive a **Part D Explanation of Benefits** (a **Part D EOB**) in the mail, please look it over to be sure the information is complete and correct. If you think something is missing from the report, or you have any questions,

please call Member Services (phone numbers are printed on the back cover of this booklet). You can also choose to view your **Part D EOB** online instead of by mail. Please visit **kp.org/goinggreen** and sign on to learn more about choosing to view your **Part D EOB** securely online. Be sure to keep these reports. They are an important record of your drug expenses.

SECTION 4. For both Basic plans, during the deductible stage, you pay the full cost of your Part D drugs. There is no deductible for the High Option and both Standard Option plans

Section 4.1 For both Basic plans, you stay in the deductible stage until you have paid \$360 for your Part D drugs. For the High Option and both Standard Option plans, you do not pay a deductible for your Part D drugs

Basic Option and Basic Part B Only Option plan members

The Deductible Stage is the first payment stage for your drug coverage. This stage begins when you fill your first prescription in the year. When you are in this payment stage, you must pay the full cost of your drugs until you reach the plan's deductible amount, which is **\$360** for 2016.

- Your "**full cost**" is usually lower than the normal full price of the drug, since our plan has negotiated lower costs for most drugs.
- The "**deductible**" is the amount you must pay for your Part D prescription drugs before the plan begins to pay its share.

Once you have paid \$360 for your drugs, you leave the Deductible Stage and move on to the next drug payment stage, which is the Initial Coverage Stage.

High Option, Standard Option, and Standard Part B Only Option plan members

There is no deductible for High Option, Standard Option, and Standard Part B Only Option plan members. You begin in the Initial Coverage Stage when you fill your first prescription of the year. See Section 5 for information about your coverage in the Initial Coverage Stage.

SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share

Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription

During the Initial Coverage Stage, we pay our share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending upon the drug and where you fill your prescription.

Our plan has six cost-sharing tiers

Every drug on our plan's Drug List is in one of six cost-sharing tiers. In general, the higher the cost-sharing tier number, the higher your cost for the drug:

- Cost-sharing **Tier 1** for preferred generic drugs.
- Cost-sharing **Tier 2** for generic drugs.
- Cost-sharing **Tier 3** for preferred brand-name drugs.
- Cost-sharing **Tier 4** for nonpreferred brand-name drugs.
- Cost-sharing **Tier 5** for specialty-tier drugs.
- Cost-sharing **Tier 6** for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up in our plan's Drug List.

Your pharmacy choices

How much you pay for a drug depends upon whether you get the drug from:

- A network retail pharmacy that offers standard cost-sharing.
- A network retail pharmacy that offers preferred cost-sharing.
- A pharmacy that is not in our plan's network.
- Our plan's mail-order pharmacy.

For more information about these pharmacy choices and filling your prescriptions, see Chapter 5 in this booklet and our plan's **Pharmacy Directory**.

Generally, we will cover your prescriptions only if they are filled at one of our network pharmacies. Some of our network pharmacies also offer preferred cost-sharing. You may go to either network pharmacies that offer preferred cost-sharing or other network pharmacies that offer standard cost-sharing to receive your covered prescription drugs. Your costs may be less at pharmacies that offer preferred cost-sharing.

Section 5.2 A table that shows your costs for a one-month supply of a drug

During the Initial Coverage Stage, your share of the cost of a covered drug will be either a copayment or coinsurance.

- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

As shown in the table below, the amount of the copayment or coinsurance depends upon which cost-sharing tier your drug is in. **Please note:**

- If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.

- We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 5, Section 2.5, for information about when we will cover a prescription filled at an out-of-network pharmacy.

Your share of the cost when you get a one-month supply of a covered Part D prescription drug:

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
Tier 1 – Preferred generic drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				
• Standard Option or Standard Part B Only Option	\$10	\$7	\$7	\$10	\$10
• High Option	\$10	\$5	\$5	\$10	\$10
Tier 2 – Generic drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				
• High Option, Standard Option, or Standard Part B Only Option	\$20	\$15	\$15	\$20	\$20
Tier 3 – Preferred brand-name drugs					
• Basic Option or Basic Part B Only Option	25% coinsurance.				

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$47	\$42	\$42	\$47	\$47
Tier 4 – Nonpreferred brand-name drugs					
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.				
<ul style="list-style-type: none"> Standard Option or Standard Part B Only Option 	\$100	\$95	\$95	\$100	\$100
<ul style="list-style-type: none"> High Option 	\$100	\$80	\$80	\$100	\$100
Tier 5 – Specialty-tier drugs					
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.				
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	33% coinsurance.				

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
	<i>Up to a 30-day supply.</i>			<i>Up to a 31-day supply.</i>	<i>Up to a 30-day supply.</i>
Tier 6 – Injectable Part D vaccines					
• Basic Option or Basic Part B Only Option	Mail-order is not available for drugs in Tier 6.	25%	Mail-order is not available for drugs in Tier 6.	25%	25%
• High Option, Standard Option, or Standard Part B Only Option		\$0		\$0	\$0

Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply

Typically, the amount you pay for a prescription drug covers a full month's supply of a covered drug. However your doctor can prescribe less than a month's supply of drugs. There may be times when you want to ask your doctor about prescribing less than a month's supply of a drug (for example, when you are trying a medication for the first time that is known to have serious side effects). If your doctor prescribes less than a full month's supply, you will not have to pay for the full month's supply for certain drugs.

The amount you pay when you get less than a full month's supply will depend on whether you are responsible for paying coinsurance (a percentage of the total cost) or a copayment (a flat dollar amount).

- If you are responsible for coinsurance, you pay a percentage of the total cost of the drug. You pay the same percentage regardless of whether the prescription is for a full month's supply or for fewer days. However, because the entire drug cost will be lower if you get less than a full month's supply, the amount you pay will be less.
- If you are responsible for a copayment for the drug, your copayment will be based on the number of days of the drug that you receive. We will calculate the amount you pay per day for

your drug (the "daily cost-sharing rate") and multiply it by the number of days of the drug you receive.

- ◆ Here's an example: Let's say the copayment for your drug for a full month's supply (a 30-day supply) is \$30. This means that the amount you pay per day for your drug is \$1. If you receive a 7 days' supply of the drug, your payment will be \$1 per day multiplied by 7 days, for a total payment of \$7.

Daily cost-sharing allows you to make sure a drug works for you before you have to pay for an entire month's supply. You can also ask your doctor to prescribe, and your pharmacist to dispense, less than a full month's supply of a drug or drugs, if this will help you better plan the refill date for different prescriptions so that you can take fewer trips to the pharmacy. The amount you pay will depend upon the days' supply you receive.

Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug

For some drugs, you can get a long-term supply (also called an "extended supply") when you fill your prescription. A long-term supply is up to a 90-day supply. (For details on where and how to get a long-term supply of a drug, see Chapter 5, Section 2.4.)

The table below shows what you pay when you get a long-term (up to a 90-day) supply of a drug.

Please note: If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.

Your share of the cost when you get a long-term supply of a covered Part D prescription drug:

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing
<i>Up to a 90-day supply</i>			
Tier 1—Preferred generic drugs			
• Basic Option or Basic Part B Only Option		25% coinsurance.	
• Standard Option or Standard Part B Only Option	\$30	\$21	\$0
• High Option	\$30	\$15	\$0
Tier 2—Generic drugs			
• Basic Option or Basic Part B Only Option		25% coinsurance.	

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing
<i>Up to a 90-day supply</i>			
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$60	\$45	\$30
Tier 3 – Preferred brand-name drugs (all plans)			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	\$141	\$126	\$84
Tier 4 – Nonpreferred brand-name drugs			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> Standard Option or Standard Part B Only Option 	\$300	\$285	\$190
<ul style="list-style-type: none"> High Option 	\$300	\$240	\$160
Tier 5 – Specialty-tier drugs			
<ul style="list-style-type: none"> Basic Option or Basic Part B Only Option 	25% coinsurance.		
<ul style="list-style-type: none"> High Option, Standard Option, or Standard Part B Only Option 	33% coinsurance.		
Tier 6 – Injectable Part D vaccines	A long-term supply is not available for drugs in Tier 6.		

Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,310

You stay in the Initial Coverage Stage until the total amount for the prescription drugs you have filled and refilled reaches the **\$3,310 limit for the Initial Coverage Stage**.

Your total drug cost is based on adding together what you have paid and what any Part D plan has paid:

- **What you have paid** for all the covered drugs you have gotten since you started with your first drug purchase of the year. (See Section 6.2 for more information about how Medicare calculates your out-of-pocket costs.) This includes:
 - ♦ The total you paid as your share of the cost for your drugs during the Initial Coverage Stage.
- **What our plan has paid** as its share of the cost for your drugs during the Initial Coverage Stage. (If you were enrolled in a different Part D plan at any time during 2016, the amount that plan paid during the Initial Coverage Stage also counts toward your total drug costs.)

The **Part D Explanation of Benefits (Part D EOB)** that we send to you will help you keep track of how much you and our plan, as well as any third parties, have spent on your behalf during the year. Many people do not reach the **\$3,310** limit in a year.

We will let you know if you reach this **\$3,310** amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Coverage Gap Stage.

SECTION 6. During the Coverage Gap Stage, you receive a discount on brand-name drugs and pay no more than 58% of the costs of generic drugs

Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$4,850

Brand-name drugs during the Coverage Gap Stage

When you are in the Coverage Gap Stage, **the Medicare Coverage Gap Discount Program provides manufacturer discounts on brand-name drugs for Tiers 3–5** (and Tier 6 for Basic Option or Basic Part B Only Option plan members). You pay 45% of the negotiated price and a portion of the dispensing fee for brand-name drugs. Both the amount you pay and the amount discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them, and move you through the coverage gap. Note: For Standard Option or Standard Part B Only Option plan members, there is no charge for Tier 6 vaccines during the Coverage Gap Stage.

Generic drugs for Standard or Basic Option or Standard or Basic Part B Only Option plan members during the Coverage Gap Stage

For members enrolled in one of our Standard or Basic plans, you also receive some coverage for generic drugs during the Coverage Gap Stage. You pay no more than 58% of the cost for generic drugs and our plan pays the rest. For generic drugs, the amount paid by our plan (42%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap.

Generic drugs and vaccines for High Option plan members during the Coverage Gap Stage

For members enrolled in the High Option plan, you also receive coverage of generic drugs and injectable Part D vaccines during the Coverage Gap Stage. You pay either the copayments listed in the chart below or 58% of the costs of generic drugs, whichever is lower, until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2016, that amount is **\$4,850**.

Cost-sharing tier for High Option	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing	Long-term care (LTC) cost-sharing	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details)
Tier 1 – Preferred generic drugs	\$10 for up to a 30-day supply, or \$30 for up to a 90-day supply.	\$5 for up to a 30-day supply, or \$15 for up to a 90-day supply.	\$5 for up to a 30-day supply, or \$0 for up to a 90-day supply.	\$10 for up to a 31-day supply.	\$10 for up to a 30-day supply.
Tier 2 – Generic drugs	\$20 for up to a 30-day supply, or \$60 for up to a 90-day supply.	\$15 for up to a 30-day supply, or \$45 for up to a 90-day supply.	\$15 for up to a 30-day supply, or \$30 for up to a 90-day supply.	\$20 for up to a 31-day supply.	\$20 for up to a 30-day supply.
Tier 6 – Injectable Part D vaccines	Mail-order is not available for drugs in Tier 6.	\$0	Mail-order is not available for drugs in Tier 6.	\$0	\$0

You continue paying the discounted price for brand-name drugs and no more than 58% of the costs of generic drugs until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2016, that amount is **\$4,850**.

Medicare has rules about what counts and what does *not* count as your out-of-pocket costs. When you reach an out-of-pocket limit of **\$4,850**, you leave the Coverage Gap Stage and move on to the Catastrophic Coverage Stage.

Section 6.2 How Medicare calculates your out-of-pocket costs for prescription drugs

Here are Medicare's rules that we must follow when we keep track of your out-of-pocket costs for your drugs.

These payments are included in your out-of-pocket costs

When you add up your out-of-pocket costs, you can include the payments listed below (as long as they are for Part D covered drugs and you followed the rules for drug coverage that are explained in Chapter 5 of this booklet):

- The amount you pay for drugs when you are in any of the following drug payment stages:
 - ♦ The Deductible Stage.
 - ♦ The Initial Coverage Stage.
 - ♦ The Coverage Gap Stage.
- Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan.

It matters who pays:

- If you make these payments yourself, they are included in your out-of-pocket costs.
- These payments are also included if they are made on your behalf by certain other individuals or organizations. This includes payments for your drugs made by a friend or relative, by most charities, by AIDS drug assistance programs, by a State Pharmaceutical Assistance Program that is qualified by Medicare, or by the Indian Health Service. Payments made by Medicare's "Extra Help" Program are also included.
- Some of the payments made by the Medicare Coverage Gap Discount Program are included. The amount the manufacturer pays for your brand-name drugs is included. But the amount our plan pays for your generic drugs is not included.

Moving on to the Catastrophic Coverage Stage:

When you (or those paying on your behalf) have spent a total of **\$4,850** in out-of-pocket costs within the calendar year, you will move from the Coverage Gap Stage to the Catastrophic Coverage Stage.

These payments are not included in your out-of-pocket costs

When you add up your out-of-pocket costs, you are **not** allowed to include any of these types of payments for prescription drugs:

- The amount you pay for your monthly premium.
- Drugs you buy outside the United States and its territories.
- Drugs that are not covered by our plan.
- Drugs you get at an out-of-network pharmacy that do not meet our plan's requirements for out-of-network coverage.

- Non-Part D drugs, including prescription drugs covered by Part A or Part B and other drugs excluded from coverage by Medicare.
- Payments made by our plan for your brand or generic drugs while in the Coverage Gap.
- Payments for your drugs that are made by group health plans, including employer health plans.
- Payments for your drugs that are made by certain insurance plans and government-funded health programs, such as TRICARE and the Veterans Administration.
- Payments for your drugs made by a third party with a legal obligation to pay for prescription costs (for example, Workers' Compensation).

Reminder: If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan. Call Member Services to let us know (phone numbers are printed on the back cover of this booklet).

How can you keep track of your out-of-pocket total?

- **We will help you.** The **Part D Explanation of Benefits (Part D EOB)** report we send to you includes the current amount of your out-of-pocket costs (Section 3 in this chapter tells you about this report). When you reach a total of **\$4,850** in out-of-pocket costs for the year, this report will tell you that you have left the Coverage Gap Stage and have moved on to the Catastrophic Coverage Stage.
- **Make sure we have the information we need.** Section 3.2 tells you what you can do to help make sure that our records of what you have spent are complete and up-to-date.

SECTION 7. During the Catastrophic Coverage Stage, we pay most of the cost for your drugs

Section 7.1 Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the **\$4,850** limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will stay in this payment stage until the end of the calendar year. During this stage, we will pay most of the cost for your drugs.

You pay **5% coinsurance** for all Medicare Part D drugs except for Tier 6 vaccines for **High Option, Standard Option, or Standard Part B Only Option** plan members who pay nothing for injectable Medicare Part D vaccines in this stage. We will pay the rest.

SECTION 8. What you pay for vaccinations covered by Part D depends upon how and where you get them

Section 8.1 Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine

Our plan provides coverage of a number of Part D vaccines. We also cover vaccines that are considered medical benefits. You can find out about coverage of these vaccines by going to the Medical Benefits Chart in Chapter 4, Section 2.1.

There are two parts to our coverage of Part D vaccinations:

- The first part of coverage is the cost of the vaccine medication itself. The vaccine is a prescription medication.
- The second part of coverage is for the cost of giving you the vaccine. (This is sometimes called the "administration" of the vaccine.)

What do you pay for a Part D vaccination?

What you pay for a Part D vaccination depends upon three things:

- 1. The type of vaccine** (what you are being vaccinated for).
 - ◆ Some vaccines are considered medical benefits. You can find out about your coverage of these vaccines by going to Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."
 - ◆ Other vaccines are considered Part D drugs. You can find these vaccines listed in our **Kaiser Permanente 2016 Comprehensive Formulary**.
- 2. Where you get the vaccine medication.**
- 3. Who gives you the vaccine.**

What you pay at the time you get the Part D vaccination can vary depending upon the circumstances. For example:

- ◆ Sometimes when you get your vaccine, you will have to pay the entire cost for both the vaccine medication and for getting the vaccine. You can ask us to pay you back for our share of the cost.
- ◆ Other times, when you get the vaccine medication or the vaccine, you will pay only your share of the cost.

To show how this works, here are three common ways you might get a Part D vaccine. Remember, if you are a Basic Option or Basic Option with B Only plan member, you are responsible for some of the costs associated with vaccines (including their administration) during the Coverage Gap Stage of your benefit.

Situation 1:

- You buy the Part D vaccine at the pharmacy and you get your vaccine at the network pharmacy. (Whether you have this choice depends upon where you live. Some states do not allow pharmacies to administer a vaccination.)
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine and the cost of giving you the vaccine.
 - ◆ Our plan will pay the remainder of the costs.

Situation 2:

- You get the Part D vaccination at your doctor's office.
 - ◆ When you get the vaccination, you will pay for the entire cost of the vaccine and its administration.
 - ◆ You can then ask us to pay our share of the cost by using the procedures that are described in Chapter 7 of this booklet ("Asking us to pay our share of a bill you have received for covered medical services or drugs").
 - ◆ You will be reimbursed the amount you paid less your normal copayment for the vaccine (including administration) less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

Situation 3:

- You buy the Part D vaccine at your pharmacy, and then take it to your doctor's office where they give you the vaccine.
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine itself.
 - ◆ When your doctor gives you the vaccine, you will pay the entire cost for this service. You can then ask us to pay our share of the cost by using the procedures described in Chapter 7 of this booklet.
 - ◆ You will be reimbursed the amount charged by the doctor for administering the vaccine less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

IMPORTANT NOTE: When you receive a covered injectable Part D vaccine at a Kaiser Permanente network medical office or injection clinic, **you will not be charged at the time of your visit.** Instead, we will send you a bill for the applicable cost-sharing for the Part D vaccine and vaccine administration.

Section 8.2 You may want to call Member Services before you get a vaccination

The rules for coverage of vaccinations are complicated. We are here to help. We recommend that you first call Member Services whenever you are planning to get a vaccination. Phone numbers for Member Services are printed on the back cover of this booklet.

- We can tell you about how your vaccination is covered by our plan and explain your share of the cost.

- We can tell you how to keep your own cost down by using providers and pharmacies in our network.
- If you are not able to use a network provider and pharmacy, we can tell you what you need to do to get payment from us for our share of the cost.

SECTION 9. Do you have to pay the Part D "late enrollment penalty"?

Section 9.1 What is the Part D "late enrollment penalty"?

Note: If you receive "Extra Help" from Medicare to pay for your prescription drugs, you will not pay a late enrollment penalty.

The late enrollment penalty is an amount that is added to your Part D premium. You may owe a late enrollment penalty if at any time after your initial enrollment period is over, there is a period of 63 days or more in a row when you did not have Part D or other creditable prescription drug coverage. "Creditable prescription drug coverage" is coverage that meets Medicare's minimum standards since it is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. The amount of the penalty depends upon how long you waited to enroll in a creditable prescription drug coverage plan anytime after the end of your initial enrollment period or how many full calendar months you went without creditable prescription drug coverage. You will have to pay this penalty for as long as you have Part D coverage.

The late enrollment penalty is added to your monthly premium. When you first enroll in our plan, we let you know the amount of the penalty.

Your late enrollment penalty is considered part of your plan premium. If you do not pay your late enrollment penalty, you could lose your prescription drug benefits for failure to pay your plan premium.

Section 9.2 How much is the Part D late enrollment penalty?

Medicare determines the amount of the penalty. Here is how it works:

- First count the number of full months that you delayed enrolling in a Medicare drug plan, after you were eligible to enroll. Or count the number of full months in which you did not have creditable prescription drug coverage, if the break in coverage was 63 days or more. The penalty is 1% for every month that you didn't have creditable coverage. For example, if you go 14 months without coverage, the penalty will be 14%.
- Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2016, this average premium amount is \$34.10.
- To calculate your monthly penalty, you multiply the penalty percentage and the average monthly premium, and then round it to the nearest 10 cents. In the example here, it would be 14% times \$34.10, which equals \$4.77. This rounds to \$4.80. This amount would be added to the monthly premium for someone with a late enrollment penalty.

There are three important things to note about this monthly late enrollment penalty:

- First, the penalty may change each year because the average monthly premium can change each year. If the national average premium (as determined by Medicare) increases, your penalty will increase.
- Second, you will continue to pay a penalty every month for as long as you are enrolled in a plan that has Medicare Part D drug benefits.
- Third, if you are under 65 and currently receiving Medicare benefits, the late enrollment penalty will reset when you turn 65. After age 65, your late enrollment penalty will be based only on the months that you don't have coverage after your initial enrollment period for aging into Medicare.

Section 9.3 In some situations, you can enroll late and not have to pay the penalty

Even if you have delayed enrolling in a plan offering Medicare Part D coverage when you were first eligible, sometimes you do not have to pay the late enrollment penalty.

You will not have to pay a penalty for late enrollment if you are in any of these situations:

- If you already have prescription drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. Medicare calls this "creditable drug coverage." **Please note:**
 - ♦ Creditable coverage could include drug coverage from a former employer or union, TRICARE, or the Department of Veterans Affairs. Your insurer or your human resources department will tell you each year if your drug coverage is creditable coverage. This information may be sent to you in a letter or included in a newsletter from the plan. Keep this information because you may need it if you join a Medicare drug plan later. Please note: If you receive a "certificate of creditable coverage" when your health coverage ends, it may not mean your prescription drug coverage was creditable. The notice must state that you had "creditable" prescription drug coverage that expected to pay as much as Medicare's standard prescription drug plan pays.
 - ♦ The following are not creditable prescription drug coverage: prescription drug discount cards, free clinics, and drug discount websites.
 - ♦ For additional information about creditable coverage, please look in your **Medicare & You** 2016 handbook or call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users call **1-877-486-2048**. You can call these numbers for free, 24 hours a day, 7 days a week.
- If you were without creditable coverage, but you were without it for less than 63 days in a row.
- If you are receiving "Extra Help" from Medicare.

Section 9.4 What can you do if you disagree about your late enrollment penalty?

If you disagree about your late enrollment penalty, you or your representative can ask for a review of the decision about your late enrollment penalty. Generally, you must request this review within 60 days from the date on the letter you receive stating you have to pay a late enrollment penalty. Call Member Services to find out more about how to do this (phone numbers are printed on the back cover of this booklet).

Important: Do not stop paying your late enrollment penalty while you're waiting for a review of the decision about your late enrollment penalty. If you do, you could be disenrolled for failure to pay your plan premiums.

SECTION 10. Do you have to pay an extra Part D amount because of your income?

Section 10.1 Who pays an extra Part D amount because of income?

Most people pay a standard monthly Part D premium. However, some people pay an extra amount because of their yearly income. If your income is \$85,000 or above for an individual (or married individuals filing separately) or \$170,000 or above for married couples, **you must pay an extra amount directly to the government** for your Medicare Part D coverage.

If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be and how to pay it. The extra amount will be withheld from your Social Security, Railroad Retirement Board, or Office of Personnel Management benefit check, no matter how you usually pay your plan premium, unless your monthly benefit isn't enough to cover the extra amount owed. If your benefit check isn't enough to cover the extra amount, you will get a bill from Medicare. You must pay the extra amount to the government. It cannot be paid with your monthly plan premium.

Section 10.2 How much is the extra Part D amount?

If your modified adjusted gross income (MAGI) as reported on your IRS tax return is above a certain amount, you will pay an extra amount in addition to your monthly plan premium. The chart below shows the extra amount based on your income.

If you filed an individual tax return and your income in 2014 was:	If you were married but filed a separate tax return and your income in 2014 was:	If you filed a joint tax return and your income in 2014 was:	This is the monthly cost of your extra Part D amount (to be paid in addition to your plan premium)
Equal to or less than \$85,000	Equal to or less than \$85,000	Equal to or less than \$170,000	\$0
Greater than \$85,000 and less than or equal to \$107,000		Greater than \$170,000 and less than or equal to \$214,000	\$12.70
Greater than \$107,000 and less than or equal to \$160,000		Greater than \$214,000 and less than or equal to \$320,000	\$32.80
Greater than \$160,000 and less than or equal to \$214,000	Greater than \$85,000 and less than or equal to \$129,000	Greater than \$320,000 and less than or equal to \$428,000	\$52.80
Greater than \$214,000	Greater than \$129,000	Greater than \$428,000	\$72.90

Section 10.3 What can you do if you disagree about paying an extra Part D amount?

If you disagree about paying an extra amount because of your income, you can ask Social Security to review the decision. To find out more about how to do this, contact Social Security at **1-800-772-1213** (TTY **1-800-325-0778**).

Section 10.4 What happens if you do not pay the extra Part D amount?

The extra amount is paid directly to the government (not your Medicare plan) for your Medicare Part D coverage. If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.

CHAPTER 7. Asking us to pay our share of a bill you have received for covered medical services or drugs

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services or drugs 147

Section 1.1 If you pay our share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment..... 147

SECTION 2. How to ask us to pay you back or to pay a bill you have received 149

Section 2.1 How and where to send us your request for payment 149

SECTION 3. We will consider your request for payment and say yes or no 150

Section 3.1 We check to see whether we should cover the service or drug and how much we owe..... 150

Section 3.2 If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal 150

SECTION 4. Other situations in which you should save your receipts and send copies to us 151

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs..... 151

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services or drugs

Section 1.1 If you pay our share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment

Sometimes when you get medical care or a prescription drug, you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of our plan. In either case, you can ask us to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services or drugs that are covered by our plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask us to pay you back or to pay a bill you have received:

When you've received emergency or urgently needed medical care from a provider who is not in our network

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill our plan for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
 - ◆ If the provider is owed anything, we will pay the provider directly.
 - ◆ If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.

When a network provider sends you a bill you think you should not pay

Network providers should always bill us directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service, and even if there is a dispute and we don't pay certain provider charges. For more information about "balance billing," go to Chapter 4, Section 1.3.

- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under our plan.

If you are retroactively enrolled in our plan

Sometimes a person's enrollment in our plan is retroactive. ("Retroactive" means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services or drugs after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

- Please call Member Services for additional information about how to ask us to pay you back and deadlines for making your request. Phone numbers for Member Services are printed on the back cover of this booklet.

When you use an out-of-network pharmacy to get a prescription filled

If you go to an out-of-network pharmacy and try to use your membership card to fill a prescription, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription. We cover prescriptions filled at out-of-network pharmacies only in a few special situations. Please go to Chapter 5, Section 2.5, to learn more.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription because you don't have your plan membership card with you

If you do not have your plan membership card with you, you can ask the pharmacy to call us or to look up your plan enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription in other situations

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

- For example, the drug may not be on our **Kaiser Permanente 2016 Comprehensive Formulary**; or it could have a requirement or restriction that you didn't know about or don't think should apply to you. If you decide to get the drug immediately, you may need to pay the full cost for it.

- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

When you pay copayments under a drug manufacturer patient assistance program

If you get help from, and pay copayments under, a drug manufacturer patient assistance program outside our plan's benefit, you may submit a paper claim to have your out-of-pocket expense count toward qualifying you for catastrophic coverage. Save your receipt and send a copy to us.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. Chapter 9 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has information about how to make an appeal.

SECTION 2. How to ask us to pay you back or to pay a bill you have received

Section 2.1 How and where to send us your request for payment

Send us your request for payment, along with your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website (**kp.org**) or call Member Services and ask for the form. Phone numbers for Member Services are printed on the back cover of this booklet.

Mail your request for payment together with any bills or receipts to us at this address:

Kaiser Permanente
Attn: Member Services
2101 East Jefferson Street
Rockville, MD 20852

You must submit your claim to us within 365 days after service date.

Contact Member Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3. We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the service or drug and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care or drug is covered and you followed all the rules for getting the care or drug, we will pay for our share of the cost. If you have already paid for the service or drug, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service or drug yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered. Chapter 5 explains the rules you need to follow for getting your Part D prescription drugs covered.)
- If we decide that the medical care or drug is not covered, or you did not follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details about how to make this appeal, go to Chapter 9 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." The appeals process is a detailed legal process with complicated procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of Chapter 9. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives you definitions of terms such as "appeal." Then, after you have read Section 4, you can go to the section in Chapter 9 that tells you what to do for your situation:

- If you want to make an appeal about getting paid back for a medical service, go to Section 5.3 in Chapter 9.
- If you want to make an appeal about getting paid back for a drug, go to Section 6.5 of Chapter 9.

SECTION 4. Other situations in which you should save your receipts and send copies to us

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs

There are some situations when you should let us know about payments you have made for your drugs. In these cases, you are not asking us for payment. Instead, you are telling us about your payments so that we can calculate your out-of-pocket costs correctly. This may help you to qualify for the Catastrophic Coverage Stage more quickly.

Here are two situations when you should send us copies of receipts to let us know about payments you have made for your drugs:

1. When you buy the drug for a price that is lower than our price

Sometimes when you are in the Coverage Gap Stage, you can buy your drug at a network pharmacy for a price that is lower than our price.

- For example, a pharmacy might offer a special price on the drug. Or you may have a discount card that is outside our benefit that offers a lower price.
- Unless special conditions apply, you must use a network pharmacy in these situations and your drug must be on our Drug List.
- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** If you are in the Coverage Gap Stage, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

2. When you get a drug through a patient assistance program offered by a drug manufacturer

Some members are enrolled in a patient assistance program offered by a drug manufacturer that is outside our plan benefits. If you get any drugs through a program offered by a drug manufacturer, you may pay a copayment to the patient assistance program.

- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** Because you are getting your drug through the patient assistance program and not through our plan's benefits, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

Since you are not asking for payment in the cases described above, these situations are not considered coverage decisions. Therefore, you cannot make an appeal if you disagree with our decision.

CHAPTER 8. Your rights and responsibilities

SECTION 1. We must honor your rights as a member of our plan	153
Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)	153
Section 1.2 We must treat you with fairness and respect at all times	153
Section 1.3 We must ensure that you get timely access to your covered services and drugs	153
Section 1.4 We must protect the privacy of your personal health information.....	154
Section 1.5 We must give you information about our plan, our network of providers, and your covered services	155
Section 1.6 We must support your right to make decisions about your care	156
Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made	158
Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?	158
Section 1.9 How to get more information about your rights.....	159
Section 1.10 Information about new technology assessments	159
SECTION 2. You have some responsibilities as a member of our plan.....	159
Section 2.1 What are your responsibilities?	159

SECTION 1. We must honor your rights as a member of our plan

Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)

To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

Our plan has people and free language interpreter services available to answer questions from non-English-speaking members. We can also give you information in Braille or large print, if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about our plan's benefits that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call **1-877-486-2048**.

Section 1.2 We must treat you with fairness and respect at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. We do not discriminate based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** (TTY **1-800-537-7697**) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

Section 1.3 We must ensure that you get timely access to your covered services and drugs

As a member of our plan, you have the right to choose a primary care provider (PCP) in our network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Member Services to learn which doctors are accepting new patients (phone numbers are printed on the back cover of this booklet). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral, as well as other primary care providers described in Chapter 3, Section 2.2.

As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care. You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.

If you think that you are not getting your medical care or Part D drugs within a reasonable amount of time, Chapter 9, Section 10, of this booklet tells you what you can do. (If we have denied coverage for your medical care or drugs and you don't agree with our decision, Chapter 9, Section 4, tells you what you can do.)

Section 1.4 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in our plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "Notice of Privacy Practices," that tells you about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, we are required to get written permission from you first. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - ◆ For example, we are required to release health information to government agencies that are checking on quality of care.
 - ◆ Because you are a member of our plan through Medicare, we are required to give Medicare your health information, including information about your Part D prescription drugs. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held by our plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.5 We must give you information about our plan, our network of providers, and your covered services

As a member of our plan, you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in Braille or in large print.)

If you want any of the following kinds of information, please call Member Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about our plan's financial condition. It also includes information about the number of appeals made by members and our plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our network providers, including our network pharmacies.**
 - ◆ For example, you have the right to get information from us about the qualifications of the providers in our network and how we pay the providers in our network.
 - ◆ For a list of the providers in our network, see the **Provider Directory**.
 - ◆ For a list of the pharmacies in our network, see the **Pharmacy Directory**.
 - ◆ For more detailed information about our providers or pharmacies, you can call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at kp.org/directory.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - ◆ In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - ◆ To get the details about your Part D prescription drug coverage, see Chapters 5 and 6 of this booklet plus our plan's Drug List. These chapters, together with the Drug List, tell you what drugs are covered and explain the rules you must follow and the restrictions to your coverage for certain drugs.
 - ◆ If you have questions about the rules or restrictions, please call Member Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - ◆ If a medical service or Part D drug is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service or drug from an out-of-network provider or pharmacy.

- ◆ If you are not happy or if you disagree with a decision we make about what medical care or Part D drug is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 9 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 9 also tells you about how to make a complaint about quality of care, waiting times, and other concerns.)
- ◆ If you want to ask us to pay our share of a bill you have received for medical care or a Part D prescription drug, see Chapter 7 of this booklet.

Section 1.6 We must support your right to make decisions about your care

You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices in a way that you can understand.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan. It also includes being told about programs our plan offers to help members manage their medications and use drugs safely.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say "no."** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. You also have the right to stop taking your medication. Of course, if you refuse treatment or stop taking a medication, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 9 of this booklet tells you how to ask us for a coverage decision.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can:

- Fill out a written form to give someone the legal authority to make medical decisions for you if you ever become unable to make decisions for yourself.
- Give your doctors written instructions about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "**advance directives**." There are different types of advance directives and different names for them. Documents called "**living will**" and "**power of attorney for health care**" are examples of advance directives.

If you want to use an "advance directive" to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. You can also contact Member Services to ask for the forms (phone numbers are printed on the back cover of this booklet).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, take a copy with you to the hospital.

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

District of Columbia Residents: Delmarva Foundation of the District of Columbia 924 Centreville Road Easton, MD 21601	Maryland Residents: Maryland Insurance Administration Consumer Complaint Investigation 200 St. Paul Place, Suite 2700 Baltimore, MD 21202	Virginia Residents: State Corporation Commission Virginia Bureau of Insurance P.O. Box 1157 Richmond, VA 23218
---	--	---

Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 9 of this booklet tells you what you can do. It gives you the details about how to deal with all types of problems and complaints.

What you need to do to follow up on a problem or concern depends upon the situation. You might need to ask us to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do—ask for a coverage decision, make an appeal, or make a complaint—we are required to treat you fairly.

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** or TTY **1-800-537-7697**, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, and it's not about discrimination, you can get help dealing with the problem you are having:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.9 How to get more information about your rights

There are several places where you can get more information about your rights:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact Medicare:
 - ◆ You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at <http://www.medicare.gov/Pubs/pdf/11534.pdf>.)
 - ◆ Or you can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.10 Information about new technology assessments

Rapidly changing technology affects health care and medicine as much as any other industry. To determine whether a new drug or other medical development has long-term benefits, our plan carefully monitors and evaluates new technologies for inclusion as covered benefits. These technologies include medical procedures, medical devices, and new drugs.

SECTION 2. You have some responsibilities as a member of our plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of our plan are listed below. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this **Evidence of Coverage** booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - ◆ Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
 - ◆ Chapters 5 and 6 give the details about your coverage for Part D prescription drugs.
- **If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.** Please call Member Services to let us know (phone numbers are printed on the back cover of this booklet).
 - ◆ We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is

called "coordination of benefits" because it involves coordinating the health and drug benefits you get from us with any other health and drug benefits available to you. We'll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)

- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care or Part D prescription drugs.
 - ◆ Notifying out-of-network providers when seeking care (unless it is an emergency) that although you are enrolled in our plan, the provider should bill Original Medicare. You should present your membership card and your Medicare card.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - ◆ To help your doctors and other health care providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.
 - ◆ Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
 - ◆ If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - ◆ You must pay your plan premiums to continue being a member of our plan (see Chapter 1, Section 4.1).
 - ◆ In order to be eligible for our plan, you must have Medicare Part B (or both Part A and Part B). For that reason, some plan members must pay a premium for Medicare Part A and most plan members must pay a premium for Medicare Part B to remain a member of our plan.
 - ◆ For most of your medical services or drugs covered by our plan, you must pay your share of the cost when you get the service or drug. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 4 tells you what you must pay for your medical services. Chapter 6 tells you what you must pay for your Part D prescription drugs.
 - ◆ If you get any medical services or drugs that are not covered by our plan or by other insurance you may have, you must pay the full cost.
 - ◆ If you disagree with our decision to deny coverage for a service or drug, you can make an appeal. Please see Chapter 9 of this booklet for information about how to make an appeal.
 - ◆ If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.

-
- ◆ If you are required to pay the extra amount for Part D because of your yearly income, you must pay the extra amount directly to the government to keep your prescription drug coverage.
 - **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Member Services (phone numbers are printed on the back cover of this booklet).
 - ◆ If you move outside of our plan service area, you cannot remain a member of our plan. (Chapter 1 tells you about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a special enrollment period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
 - ◆ If you move within our service area, we still need to know so we can keep your membership record up-to-date and know how to contact you.
 - ◆ If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
 - **Call Member Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
 - ◆ Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
 - ◆ For more information about how to reach us, including our mailing address, please see Chapter 2.

**CHAPTER 9. What to do if you have a problem or complaint
(coverage decisions, appeals, and complaints)**

Background 165

SECTION 1. Introduction 165

Section 1.1 What to do if you have a problem or concern 165

Section 1.2 What about the legal terms? 165

**SECTION 2. You can get help from government organizations that are
not connected with us 166**

Section 2.1 Where to get more information and personalized assistance 166

SECTION 3. To deal with your problem, which process should you use?..... 166

Section 3.1 Should you use the process for coverage decisions and appeals? Or should
you use the process for making complaints? 166

Coverage decisions and appeals 167

SECTION 4. A guide to the basics of coverage decisions and appeals 167

Section 4.1 Asking for coverage decisions and making appeals—*The big picture* 167

Section 4.2 How to get help when you are asking for a coverage decision or making
an appeal 168

Section 4.3 Which section of this chapter gives the details for your situation? 169

**SECTION 5. Your medical care: How to ask for a coverage decision or
make an appeal 169**

Section 5.1 This section tells what to do if you have problems getting coverage for
medical care or if you want us to pay you back for our share of the cost of
your care 170

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to
authorize or provide the medical care coverage you want) 171

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of
a medical care coverage decision made by our plan) 174

Section 5.4 Step-by-step: How a Level 2 Appeal is done 176

Section 5.5 What if you are asking us to pay you for our share of a bill you have
received for medical care? 178

SECTION 6. Your Part D prescription drugs: How to ask for a coverage decision or make an appeal	179
Section 6.1 This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug	179
Section 6.2 What is an exception?	181
Section 6.3 Important things to know about asking for exceptions	182
Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception.....	183
Section 6.5 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a coverage decision made by our plan)	186
Section 6.6 Step-by-step: How to make a Level 2 Appeal.....	188
SECTION 7. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.....	190
Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights	190
Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date	191
Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date	194
Section 7.4 What if you miss the deadline for making your Level 1 Appeal?.....	195
SECTION 8. How to ask us to keep covering certain medical services if you think your coverage is ending too soon.....	197
Section 8.1 <i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services	197
Section 8.2 We will tell you in advance when your coverage will be ending.....	198
Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time.....	198
Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time.....	200
Section 8.5 What if you miss the deadline for making your Level 1 Appeal?.....	201
SECTION 9. Taking your appeal to Level 3 and beyond	204
Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals.....	204
Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals	205

Making complaints

207

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns..... 207

Section 10.1 What kinds of problems are handled by the complaint process?..... 207

Section 10.2 The formal name for "making a complaint" is "filing a grievance" 208

Section 10.3 Step-by-step: Making a complaint..... 209

Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization..... 210

Section 10.5 You can also tell Medicare about your complaint 210

Background

SECTION 1. Introduction

Section 1.1 What to do if you have a problem or concern

This chapter explains two types of processes for handling problems and concerns:

- For some types of problems, you need to use the process for coverage decisions and appeals.
- For other types of problems, you need to use the process for making complaints.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by you and us.

Which one do you use?

That depends upon the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says "making a complaint" rather than "filing a grievance," "coverage decision" rather than "organization determination" or "coverage determination," and "Independent Review Organization" instead of "Independent Review Entity." It also uses abbreviations as little as possible.

However, it can be helpful, and sometimes quite important, for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2. You can get help from government organizations that are not connected with us

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations, you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3, of this booklet.

You can also get help and information from Medicare

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- You can visit the Medicare website (<http://www.medicare.gov>).

SECTION 3. To deal with your problem, which process should you use?

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help you with your specific problem or concern, *START HERE*:

Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care or prescription drugs are covered or not, the way in which they are covered, and problems related to payment for medical care or prescription drugs.)

- **Yes, my problem is about benefits or coverage:**

Go to the next section in this chapter, Section 4: "A guide to the basics of coverage decisions and appeals."

- **No, my problem is not about benefits or coverage:**

Skip ahead to Section 10 at the end of this chapter: "How to make a complaint about quality of care, waiting times, customer service, or other concerns."

Coverage decisions and appeals

SECTION 4. A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals—*The big picture*

The process for coverage decisions and appeals deals with problems related to your benefits and coverage for medical services and prescription drugs, including problems related to payment. This is the process you use for issues such as whether something is covered or not, and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or drugs. For example, your network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision, if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a service or drug is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision.

If we say *no* to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

<h3>Section 4.2 How to get help when you are asking for a coverage decision or making an appeal</h3>

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call Member Services** (phone numbers are printed on the back cover of this booklet).
- To get free help from an independent organization that is not connected with our plan, **contact your State Health Insurance Assistance Program** (see Section 2 in this chapter).
- **Your doctor can make a request for you.**
 - ◆ For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
 - ◆ For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 or Level 2 Appeal on your behalf. To request any appeal after Level 2, your doctor or other prescriber must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your "representative" to ask for a coverage decision or make an appeal.
 - ◆ There may be someone who is already legally authorized to act as your representative under state law.
 - ◆ If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. (The form is also

available on Medicare's website at

<http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>.) The form gives that person permission to act on your behalf. It must be signed by you and by the person whom you would like to act on your behalf. You must give us a copy of the signed form.

- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, you are not required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

Section 4.3 Which section of this chapter gives the details for your situation?

There are four different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- Section 5 in this chapter: "Your medical care: How to ask for a coverage decision or make an appeal."
- Section 6 in this chapter: "Your Part D prescription drugs: How to ask for a coverage decision or make an appeal."
- Section 7 in this chapter: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- Section 8 in this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (applies to these services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services).

If you're not sure which section you should be using, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)." To keep things simple, we generally refer to "medical care coverage" or "medical care" in the rest of this section, instead of repeating "medical care or treatment or services" every time.

If you have a complaint about a bill when you receive care from an out-of-network provider, the appeals process described will not apply, unless you were directed to go to an out-of-network provider by the plan or one of the network providers for care covered by our plan (for example, an authorized referral).

You should refer to the notice of the service (called the "Medicare Summary Notice") you receive from Original Medicare. The Medicare Summary Notice provides information on how to appeal a decision made by Original Medicare.

This section tells you what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. We will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by our plan.
3. You have received medical care or services that you believe should be covered by our plan, but we have said we will not pay for this care.
4. You have received and paid for medical care or services that you believe should be covered by our plan, and you want to ask us to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.

Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:

- **Chapter 9, Section 7:** "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- **Chapter 9, Section 8:** "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.

For all other situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you want to find out whether we will cover the medical care or services you want?	You can ask us to make a coverage decision for you. Go to the next section in this chapter, Section 5.2 .
Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for?	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 5.3 in this chapter.
Do you want to ask us to pay you back for medical care or services you have already received and paid for?	You can send us the bill. Skip ahead to Section 5.5 in this chapter.

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want)

Legal Terms
When a coverage decision involves your medical care, it is called an " organization determination ."

Step 1: You ask us to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a "fast coverage decision."

Legal Terms
A "fast coverage decision" is called an " expedited determination ."

How to request coverage for the medical care you want

- Start by calling, writing, or faxing us to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days after we receive your request.**

- However, we can take up to 14 more calendar days if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)

If your health requires it, ask us to give you a "fast coverage decision"

- **A fast coverage decision means we will answer within 72 hours.**
 - ◆ However, we can take up to 14 more calendar days if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for coverage for medical care you have not yet received. (You cannot get a fast coverage decision if your request is about payment for medical care you have already received.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor tells us that your health requires a "fast coverage decision," we will automatically agree to give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor's support, we will decide whether your health requires that we give you a fast coverage decision.**
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a "fast coverage decision"

- Generally, for a fast coverage decision, we will give you our answer **within 72 hours**.
 - ♦ As explained above, **we can take up to 14 more calendar days** under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a detailed written explanation as to why we said no.

Deadlines for a "standard coverage decision"

- Generally, for a standard coverage decision, we will give you our answer **within 14 calendar days of receiving your request**.
 - ♦ We can take up to 14 more calendar days ("an extended time period") under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ♦ If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 14 calendar days after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no.

Step 3: If we say *no* to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say *no*, you have the right to ask us to reconsider, and perhaps change this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)
--

Legal Terms

An appeal to our plan about a medical care coverage decision is called a plan " reconsideration ."

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start an appeal, you, your doctor, or your representative must contact us.** For details about how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
 - ♦ If you have someone appealing our decision for you other than your doctor, your appeal must include an "Appointment of Representative" form authorizing this person to represent you. To get the form, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. It is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>. While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision.
- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision.

If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.

- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
 - ◆ If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal" (you can make a request by calling us)

Legal Terms
A "fast appeal" is also called an " expedited reconsideration. "

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a "fast appeal."
- The requirements and procedures for getting a "fast appeal" are the same as those for getting a "fast coverage decision." To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a "fast appeal," we will give you a fast appeal.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said *no* to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a "fast appeal"

- When we are using the fast deadlines, we must give you our answer **within 72 hours** after we receive your appeal. We will give you our answer sooner if your health requires us to do so.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days.** If we decide to take extra days to make the decision, we will tell you in writing.
 - ◆ If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.

- **If our answer is *yes* to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is *no* to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
 - ◆ If we do not give you an answer by the deadline above, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- If our answer is *no* to part or all of what you requested, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Step 3: If our plan says *no* to part or all of your appeal, your case will automatically be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said *no* to your appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

Section 5.4 Step-by-step: How a Level 2 Appeal is done

If we say *no* to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the "**Independent Review Entity**." It is sometimes called the "**IRE**."

Step 1: The Independent Review Organization reviews your appeal.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- We will send the information about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

If you had a "fast appeal" at Level 1, you will also have a "fast appeal" at Level 2

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 72 hours of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

If you had a "standard appeal" at Level 1, you will also have a "standard appeal" at Level 2

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 30 calendar days of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

Step 2: The Independent Review Organization gives you their answer.

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- If the review organization says **yes** to part or all of what you requested, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization.
- If this organization says **no** to part or all of your appeal, it means they agree with us that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision." It is also called "turning down your appeal.")
 - ♦ If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the

Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you got after your Level 2 Appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading Chapter 7 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." Chapter 7 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells you how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 4.1 in this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service; see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)." We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: "Using our plan's coverage for your medical services").

We will say *yes* or *no* to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or if you haven't paid for the services, we will send the payment directly to the provider. (When we send the payment, it's the same as saying *yes* to your request for a coverage decision.)
- If the medical care is not covered, or you did not follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3 of this chapter. Go to this part for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is *yes* at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

SECTION 6. Your Part D prescription drugs: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 6.1 This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug

Your benefits as a member of our plan include coverage for many prescription drugs. Please refer to our **Kaiser Permanente 2016 Abridged Formulary** or **Kaiser Permanente 2016 Comprehensive Formulary**. To be covered, the drug must be used for a medically accepted indication. (A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.)

- **This section is about your Part D drugs only.** To keep things simple, we generally say "drug" in the rest of this section, instead of repeating "covered outpatient prescription drug" or "Part D drug" every time.
- For details about what we mean by Part D drugs, the **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**, rules and restrictions on coverage, and cost information, see Chapter 5 ("Using our plan's coverage for your Part D prescription drugs") and Chapter 6 ("What you pay for your Part D prescription drugs").

Part D coverage decisions and appeals

As discussed in Section 4 of this chapter, a coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs.

Legal Terms

An initial coverage decision about your Part D drugs is called a " coverage determination. "

Here are examples of coverage decisions you ask us to make about your Part D drugs:

- You ask us to make an exception, including:
 - ◆ Asking us to cover a Part D drug that is not on our **Kaiser Permanente 2016 Comprehensive Formulary**.
 - ◆ Asking us to waive a restriction on our plan's coverage for a drug (such as limits on the amount of the drug you can get).
 - ◆ Asking to pay a lower cost-sharing amount for a covered nonpreferred drug.
- You ask us whether a drug is covered for you and whether you meet the requirements for coverage. For example, when your drug is on our **Kaiser Permanente 2016 Comprehensive Formulary**, but we require you to get approval from us before we will cover it for you.
 - ◆ **Please note:** If your pharmacy tells you that your prescription cannot be filled as written, you will get a written notice explaining how to contact us to ask for a coverage decision.
- You ask us to pay for a prescription drug you already bought. This is a request for a coverage decision about payment.

If you disagree with a coverage decision we have made, you can appeal our decision.

This section tells you both how to ask for coverage decisions and how to request an appeal.

Use the chart below to help you determine which part has information for your situation:

Which of these situations are you in?

Do you need a drug that isn't on our Drug List or need us to waive a rule or restriction on a drug we cover?	Do you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need?	Do you want to ask us to pay you back for a drug you have already received and paid for?	Have we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for?
You can ask us to make an exception. (This is a type of coverage decision.) Start with Section 6.2 in this chapter.	You can ask us for a coverage decision. Skip ahead to Section 6.4 in this chapter.	You can ask us to pay you back. (This is a type of coverage decision.) Skip ahead to Section 6.4 in this chapter.	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 6.5 in this chapter.

Section 6.2 What is an exception?

If a drug is not covered in the way you would like it to be covered, you can ask us to make an **"exception."** An exception is a type of coverage decision. Similar to other types of coverage decisions, if we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. We will then consider your request. Here are three examples of exceptions that you or your doctor or other prescriber can ask us to make:

- 1. Covering a Part D drug for you that is not on our Kaiser Permanente 2016 Comprehensive Formulary.** (We call it the "Drug List" for short.)

Legal Terms
Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a "formulary exception."

- If we agree to make an exception and cover a drug that is not on the Drug List, you will need to pay the cost-sharing amount that applies to drugs in Tier 3 (preferred brand-name drugs). You cannot ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 2. Removing a restriction on our coverage for a covered drug.** There are extra rules or restrictions that apply to certain drugs on our **Kaiser Permanente 2016 Abridged**

Formulary and **Kaiser Permanente 2016 Comprehensive Formulary** (for more information, go to Chapter 5 and look for Section 4).

Legal Terms
Asking for removal of a restriction on coverage for a drug is sometimes called asking for a " formulary exception. "

- The extra rules and restrictions on coverage for certain drugs include:
 - ♦ Getting **plan approval in advance** before we will agree to cover the drug for you. (This is sometimes called "prior authorization.")
- If we agree to make an exception and waive a restriction for you, you can ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 3. **Changing coverage of a drug to a lower cost-sharing tier.** Every drug on our Drug List is in one of six cost-sharing tiers. In general, the lower the cost-sharing tier number, the less you will pay as your share of the cost of the drug.

Legal Terms
Asking to pay a lower price for a covered nonpreferred drug is sometimes called asking for a " tiering exception. "

- If your drug is in Tier 2 (generic drugs), you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 1 (preferred generic drugs). This would lower your share of the cost for the drug.
- If your drug is in Tier 4 (nonpreferred brand-name drugs), you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 3 (preferred brand-name drugs). This would lower your share of the cost for the drug.
- You cannot ask us to change the cost-sharing tier for any drug in Tier 5 (specialty-tier drugs).

Section 6.3 Important things to know about asking for exceptions

Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These different possibilities are called "**alternative**" drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally not approve your request for an exception.

We can say yes or no to your request

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say **no** to your request for an exception, you can ask for a review of our decision by making an appeal. Section 6.5 tells you how to make an appeal if we say no.

The next section tells you how to ask for a coverage decision, including an exception.

Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception

Step 1: You ask us to make a coverage decision about the drug(s) or payment you need. If your health requires a quick response, you must ask us to make a "fast coverage decision." You cannot ask for a fast coverage decision if you are asking us to pay you back for a drug you already bought.

What to do:

- **Request the type of coverage decision you want.** Start by calling, writing, or faxing us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can also access the coverage decision process through our website. For the details, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs." Or if you are asking us to pay you back for a drug, go to the section called "Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received."
- **You or your doctor or someone else who is acting on your behalf** can ask for a coverage decision. Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative. You can also have a lawyer act on your behalf.
- **If you want to ask us to pay you back for a drug**, start by reading Chapter 7 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." Chapter 7 describes the situations in which you may need to ask for reimbursement. It also tells you how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- **If you are requesting an exception, provide the "supporting statement."** Your doctor or other prescriber must give us the medical reasons for the drug exception you are requesting. (We call this the "supporting statement.") Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing a written statement if necessary. See Sections 6.2 and 6.3 for more information about exception requests.
- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.

If your health requires it, ask us to give you a "fast coverage decision"

Legal Terms

A "fast coverage decision" is called an " expedited coverage determination. "
--

- When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. A standard coverage decision means we will give you an answer **within 72 hours after we receive your doctor's statement**. A fast coverage decision means we will answer within 24 hours after we receive your doctor's statement.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for a drug you have not yet received. (You cannot get a fast coverage decision if you are asking us to pay you back for a drug you have already bought.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor or other prescriber tells us that your health requires a "fast coverage decision,"** we will automatically agree to give you a fast coverage decision.
- **If you ask for a fast coverage decision on your own** (without your doctor's or other prescriber's support), we will decide whether your health requires that we give you a fast coverage decision.
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor or other prescriber asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell you how you can file a complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. It tells you how to file a "fast complaint," which means you would get our answer to your complaint within 24 hours of receiving the complaint. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, see Section 10 in this chapter.)

Step 2: We consider your request and we give you our answer.

Deadlines for a "fast coverage decision"

- If we are using the fast deadlines, we must give you our answer **within 24 hours**.
 - ◆ Generally, this means within 24 hours after we receive your request. If you are requesting an exception, we will give you our answer within 24 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later

in this section, we talk about this review organization and explain what happens at Appeal Level 2.

- If our answer is **yes** to part or all of what you requested, we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor's statement supporting your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

*Deadlines for a "**standard** coverage decision" about a drug you have not yet received*

- If we are using the standard deadlines, we must give you our answer **within 72 hours**.
 - ◆ Generally, this means within 72 hours after we receive your request. If you are requesting an exception, we will give you our answer within 72 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is **yes** to part or all of what you requested:
 - ◆ If we approve your request for coverage, we must provide the coverage we have agreed to provide within 72 hours after we receive your request or doctor's statement supporting your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

*Deadlines for a "**standard** coverage decision" about payment for a drug you have already bought*

- We must give you our answer **within 14 calendar days** after we receive your request.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is **yes** to part or all of what you requested, we are also required to make payment to you within 14 calendar days after we receive your request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Step 3: If we say *no* to your coverage request, you decide if you want to make an appeal.

- If we say no, you have the right to request an appeal. Requesting an appeal means asking us to reconsider—and possibly change—the decision we made.

Section 6.5 Step-by-step: How to make a Level 1 Appeal

(how to ask for a review of a coverage decision made by our plan)

Legal Terms

An appeal to our plan about a Part D drug coverage decision is called a plan "**redetermination.**"

Step 1: You contact us and make your Level 1 Appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start your appeal, you (or your representative or your doctor or other prescriber) must contact us.**
 - ◆ For details about how to reach us by phone, fax, or mail, or on our website for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **If you are asking for a standard appeal, make your appeal by submitting a written request.**
- **If you are asking for a fast appeal, you may make your appeal in writing or you may call us at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."**
- We must accept any written request, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information in your appeal and add more information.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
 - ◆ If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal"

Legal Terms
A "fast appeal" is also called an " expedited redetermination. "

- If you are appealing a decision we made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a "fast appeal."
- The requirements for getting a "fast appeal" are the same as those for getting a "fast coverage decision" in Section 6.4 of this chapter.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your coverage request. We check to see if we were following all the rules when we said *no* to your request. We may contact you or your doctor or other prescriber to get more information.

Deadlines for a "fast appeal"

- If we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires it.
 - ♦ If we do not give you an answer within 72 hours, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our **answer is yes** to part or all of what you requested, we must provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- If our **answer is no** to part or all of what you requested, we will send you a written statement that explains why we said *no* and how to appeal our decision.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 7 calendar days after we receive your appeal**. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so. If you believe your health requires it, you should ask for a "fast appeal."
- If we do not give you a decision within 7 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we tell you about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested:
 - ♦ If we approve a request for coverage, we must provide the coverage we have agreed to provide as quickly as your health requires, but no later than 7 calendar days after we receive your appeal.

- ◆ If we approve a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive your appeal request.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said **no** and how to appeal our decision.

Step 3: If we say *no* to your appeal, you decide if you want to continue with the appeals process and make *another* appeal.

- If we say **no** to your appeal, you then choose whether to accept this decision or continue by making another appeal.

If you decide to make another appeal, it means your appeal is going on to Level 2 of the appeals process (see below).

Section 6.6 Step-by-step: How to make a Level 2 Appeal

If we say **no** to your appeal, you then choose whether to accept this decision or continue by making another appeal. If you decide to go on to a Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: To make a Level 2 Appeal, you (or your representative or your doctor or other prescriber) must contact the Independent Review Organization and ask for a review of your case.

- If we say **no** to your Level 1 Appeal, the written notice we send you will include instructions about how to make a Level 2 Appeal with the Independent Review Organization. These instructions will tell you who can make this Level 2 Appeal, what deadlines you must follow, and how to reach the review organization.
- When you make an appeal to the Independent Review Organization, we will send the information we have about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.

Step 2: The Independent Review Organization does a review of your appeal and gives you an answer.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This

organization is a company chosen by Medicare to review our decisions about your Part D benefits with us.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal. The organization will tell you its decision in writing and explain the reasons for it.

Deadlines for "fast appeal" at Level 2

- If your health requires it, ask the Independent Review Organization for a "fast appeal."
- If the review organization agrees to give you a fast appeal, the review organization must give you an answer to your Level 2 Appeal **within 72 hours after it receives your appeal request.**
- **If the Independent Review Organization says *yes* to part or all of what you requested,** we must provide the drug coverage that was approved by the review organization within 24 hours after we receive the decision from the review organization.

Deadlines for "standard appeal" at Level 2

- If you have a standard appeal at Level 2, the review organization must give you an answer to your Level 2 Appeal **within 7 calendar days after it receives your appeal.**
- If the Independent Review Organization says *yes* to part or all of what you requested:
 - ♦ If the Independent Review Organization approves a request for coverage, we must provide the drug coverage that was approved by the review organization within 72 hours after we receive the decision from the review organization.
 - ♦ If the Independent Review Organization approves a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive the decision from the review organization.

What if the review organization says *no* to your appeal?

If this organization says *no* to your appeal, it means the organization agrees with our decision not to approve your request. (This is called "upholding the decision." It is also called "turning down your appeal.")

If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the drug coverage you are requesting must meet a minimum amount. If the dollar value of the drug coverage you are requesting is too low, you cannot make another appeal and the decision at Level 2 is final. The notice you get from the Independent Review Organization will tell you the dollar value that must be in dispute to continue with the appeals process.

Step 3: If the dollar value of the coverage you are requesting meets the requirement, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third

appeal. If you decide to make a third appeal, the details about how to do this are in the written notice you got after your second appeal.

- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 7. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "**discharge date**."
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

During your covered hospital stay, you will be given a written notice called **An Important Message from Medicare about Your Rights**. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- Read this notice carefully and ask questions if you don't understand it. It tells you about your rights as a hospital patient, including:
 - ♦ Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
 - ♦ Your right to be involved in any decisions about your hospital stay, and know who will pay for it.
 - ♦ Where to report any concerns you have about quality of your hospital care.

- ◆ Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

Legal Terms
The written notice from Medicare tells you how you can " request an immediate review. " Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 7.2 below tells you how you can request an immediate review.)

- **You must sign the written notice** to show that you received it and understand your rights.
 - ◆ You or someone who is acting on your behalf must sign the notice. (Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative.)
 - ◆ Signing the notice shows **only** that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice does **not** mean you are agreeing on a discharge date.
- **Keep your copy** of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.
 - ◆ If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
 - ◆ To look at a copy of this notice in advance, you can call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. You can also see it online at <http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>.

<p>Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date</p>

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.

It checks to see if your planned discharge date is medically appropriate for you.

Step 1: Contact the Quality Improvement Organization for your state and ask for a "fast review" of your hospital discharge. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

How can you contact this organization?

- The written notice you received (**An Important Message from Medicare About Your Rights**) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization **before** you leave the hospital and **no later than your planned discharge date**. (Your "planned discharge date" is the date that has been set for you to leave the hospital.)
 - ♦ **If you meet this deadline**, you are allowed to stay in the hospital after your discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.
 - ♦ **If you do not meet this deadline**, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 7.4.

Ask for a "fast review":

- You must ask the Quality Improvement Organization for a "fast review" of your discharge. Asking for a "fast review" means you are asking for the organization to use the "fast" deadlines for an appeal instead of using the standard deadlines.

Legal Terms
A "fast review" is also called an "immediate review" or an "expedited review."

Step 2: The Quality Improvement Organization conducts an independent review of your case.*What happens during this review?*

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives you your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

Legal Terms

This written explanation is called the "**Detailed Notice of Discharge**." You can get a sample of this notice by calling Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048**.) Or you can see a sample notice online at <http://www.cms.hhs.gov/BNI/>.

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.*What happens if the answer is **yes**?*

- If the review organization says **yes** to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet.)

*What happens if the answer is **no**?*

- If the review organization says **no** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for your **inpatient hospital services will end** at noon on the day after the Quality Improvement Organization gives you its answer to your appeal.
- If the review organization says **no** to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost of hospital care** you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to "Level 2" of the appeals process.

Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 calendar days** after the day the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

*If the review organization says **yes**:*

- We must reimburse you for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- You must continue to pay your share of the costs and coverage limitations may apply.

*If the review organization says **no**:*

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further by going on to Level 3.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 7.4 What if you miss the deadline for making your Level 1 Appeal?**You can appeal to us instead**

As explained above in Section 7.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. ("Quickly" means before you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Legal Terms

A "fast review" (or "fast appeal") is also called an "**expedited appeal**."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, **go to Chapter 2**, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of your planned discharge date, checking to see if it was medically appropriate.

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
- **If you stayed in the hospital after your planned discharge date, then you may have to pay the full cost of hospital care you received after the planned discharge date.**

*Step 4: If we say **no** to your fast appeal, your case will automatically be sent on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that you are **automatically** going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 10 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The Independent Review Organization is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency.

This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- If this **organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue our plan's coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with us that your planned hospital discharge date was medically appropriate.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by a judge.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say **no** to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 8. How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 8.1 *This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services*

This section is **only** about the following types of care:

- **Home health care services** you are getting.
- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a "skilled nursing facility," see Chapter 12, "Definitions of important words.")
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 12, "Definitions of important words.")

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information about your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, **we will stop paying our share of the cost for your care.**

If you think we are ending the coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Section 8.2 We will tell you in advance when your coverage will be ending

- **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
 - ♦ The written notice tells you the date when we will stop covering the care for you.
 - ♦ The written notice also tells you what you can do if you want to ask us to change this decision about when to end your care, and keep covering it for a longer period of time.

Legal Terms

In telling you what you can do, the written notice is telling how you can request a "**fast-track appeal.**" Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 8.3 below tells you how you can request a fast-track appeal.)

The written notice is called the "**Notice of Medicare Non-Coverage.**" To get a sample copy, call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048.**) Or see a copy online at <http://www.cms.hhs.gov/BNI/>.

- You must sign the written notice to show that you received it.
 - ♦ You or someone who is acting on your behalf must sign the notice. (Section 4 tells you how you can give written permission to someone else to act as your representative.)
 - ♦ Signing the notice shows **only** that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with us that it's time to stop getting the care.

Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 10 in this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.

Step 1: Make your Level 1 Appeal: Contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care experts who are paid by the federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

How can you contact this organization?

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

What should you ask for?

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

Your deadline for contacting this organization.

- You must contact the Quality Improvement Organization to start your appeal no later than noon of the day after you receive the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 8.5 in this chapter.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage

for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.

- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers inform us of your appeal, you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

Legal Terms
This notice of explanation is called the " Detailed Explanation of Non-Coverage. "

Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

*What happens if the reviewers say **yes** to your appeal?*

- If the reviewers say **yes** to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

*What happens if the reviewers say **no** to your appeal?*

- If the reviewers say **no** to your appeal, then **your coverage will end** on the date we have told you. We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after this date when your coverage ends, **then you will have to pay the full cost of this care yourself.**

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say **no** to your Level 1 Appeal, and you choose to continue getting care after your coverage for the care has ended, then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.

Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time
--

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization

turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.

*What happens if the review organization says **yes** to your appeal?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says **no**?*

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 8.5 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 8.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A "fast review" (or "fast appeal") is also called an " expedited appeal ."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending our plan's coverage for services you were receiving.
- We will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say yes to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say no to your fast appeal**, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end, **then you will have to pay the full cost of this care yourself.**

*Step 4: If we say **no** to your fast appeal, your case will automatically go on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, **we are required to send your appeal to the Independent Review Organization.** When we do this, it means that you are automatically going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 10 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The **Independent Review Organization** is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with the decision our plan made to your first appeal and will not change it.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say **no** to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 9. Taking your appeal to Level 3 and beyond

Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the administrative law judge says *yes* to your appeal, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 4. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.
 - ♦ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the judge's decision.
 - ♦ If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the administrative law judge says *no* to your appeal, the appeals process may or may not be over.**
 - ♦ If you decide to accept this decision that turns down your appeal, the appeals process is over.

- ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says **no** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, or if the Appeals Council denies our request to review a favorable Level 3 Appeal decision, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Appeals Council's decision.
 - ◆ If we decide to appeal the decision, we will let you know in writing.
- **If the answer is *no* or if the Appeals Council denies the review request, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says **no** to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the administrative appeals process.

Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the value of the drug you have appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. If the dollar amount is less, you cannot appeal any further. The written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the administrative law judge within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says ***no*** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the Appeals Council within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says ***no*** to your appeal or denies your request to review the appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the appeals process.

Making complaints

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns



If your problem is about decisions related to benefits, coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 in this chapter.

Section 10.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive.

If you have a complaint regarding a service provided by a hospital or skilled nursing facility that is not part of our network, follow the complaint process established by Original Medicare. However, if you have a complaint involving a network hospital or skilled nursing facility (or you were directed to go to an out-of-network hospital or skilled nursing facility by our plan or one of the network providers), you will follow the instructions contained in this section. This is true even if you received a Medicare Summary Notice indicating that a claim was processed but not covered by Original Medicare. Furthermore, if you have a complaint regarding an emergency or urgently needed service, or the cost-sharing for hospital or skilled nursing facility services, you will follow the instructions contained in this section.

Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can "make a complaint":

- **Quality of your medical care**
 - ◆ Are you unhappy with the quality of care you have received (including care in the hospital)?
- **Respecting your privacy**
 - ◆ Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?
- **Disrespect, poor customer service, or other negative behaviors**
 - ◆ Has someone been rude or disrespectful to you?
 - ◆ Are you unhappy with how our Member Services has treated you?
 - ◆ Do you feel you are being encouraged to leave our plan?
- **Waiting times**
 - ◆ Are you having trouble getting an appointment, or waiting too long to get it?

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- ◆ Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by Member Services or other staff at our plan?
- ◆ Examples include waiting too long on the phone, in the waiting room, when getting a prescription, or in the exam room.
- **Cleanliness**
 - ◆ Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
- **Information you get from our plan**
 - ◆ Do you believe we have not given you a notice that we are required to give?
 - ◆ Do you think written information we have given you is hard to understand?

Timeliness (these types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)

The process of asking for a coverage decision and making appeals is explained in Sections 4–9 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:

- If you have asked us to give you a "fast coverage decision" or a "fast appeal," and we have said we will not, you can make a complaint.
- If you believe our plan is not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.
- When a coverage decision we made is reviewed and our plan is told that we must cover or reimburse you for certain medical services or drugs, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.
- When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 10.2 The formal name for "making a complaint" is "filing a grievance"

Legal Terms

- What this section calls a "complaint" is also called a "grievance."
- Another term for "making a complaint" is "filing a grievance."
- Another way to say "using the process for complaints" is "using the process for filing a grievance."

Section 10.3 Step-by-step: Making a complaint**Step 1: Contact us promptly—either by phone or in writing.**

- **Usually calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Call toll-free **1-888-777-5536 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to you in writing. We will also respond in writing when you make a complaint by phone if you request a written response or your complaint is related to quality of care.
- **If you have a complaint, we will try to resolve your complaint over the phone.** If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. Your grievance must explain your concern, such as why you are dissatisfied with the services you received. Please see Chapter 2 for whom you should contact if you have a complaint.
 - ◆ You must submit your grievance to us (orally or in writing) within 60 calendar days of the event or incident. We must address your grievance as quickly as your health requires, but no later than 30 calendar days after receiving your complaint. We may extend the time frame to make our decision by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.
 - ◆ You can file a fast grievance about our decision not to expedite a coverage decision or appeal, or if we extend the time we need to make a decision about a coverage decision or appeal. We must respond to your fast grievance within 24 hours.
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
- **If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal,"** we will automatically give you a "fast complaint." If you have a "fast complaint," it means we will give you an answer **within 24 hours**.

Legal Terms

What this section calls a "**fast complaint**" is also called an "**expedited grievance**."

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.

- **Most complaints are answered in 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization

You can make your complaint about the quality of care you received to us by using the step-by-step process outlined above.

When your complaint is about quality of care, you also have two extra options:

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (without making the complaint to us).
 - ♦ The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.
 - ♦ To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

Section 10.5 You can also tell Medicare about your complaint

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call **1-800-MEDICARE (1-800-633-4227)**. TTY/TDD users can call **1-877-486-2048**.

CHAPTER 10. Ending your membership in our plan

SECTION 1. Introduction	212
Section 1.1 This chapter focuses on ending your membership in our plan.....	212
SECTION 2. When can you end your membership in our plan?	212
Section 2.1 You can end your membership at any time.....	212
Section 2.2 Where can you get more information about when you can end your membership?	213
SECTION 3. How do you end your membership in our plan?	213
Section 3.1 To end your membership, you must ask us in writing	213
SECTION 4. Until your membership ends, you must keep getting your medical services and drugs through our plan	214
Section 4.1 Until your membership ends, you are still a member of our plan	214
SECTION 5. We must end your membership in our plan in certain situations.....	215
Section 5.1 When must we end your membership in our plan?	215
Section 5.2 We <u>cannot</u> ask you to leave our plan for any reason related to your health.....	216
Section 5.3 You have the right to make a complaint if we end your membership in our plan	216

SECTION 1. Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in our plan may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- **You might leave our plan because you have decided that you want to leave.**
 - ◆ You can disenroll from our plan at any time. Section 2 tells you more about when you can end your membership in our plan.
 - ◆ The process for voluntarily ending your membership varies depending upon what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care and prescription drugs through our plan until your membership ends.

SECTION 2. When can you end your membership in our plan?

Section 2.1 You can end your membership at any time

You can disenroll from this plan at any time. You may switch to Original Medicare, or if you have a special enrollment period, you may enroll in a Medicare Advantage or another Medicare prescription drug plan. If you have Medicare prescription drug coverage through our plan, your Medicare prescription drug coverage will also end. Your membership will usually end on the last day of the month in which we receive your request to change your plan.

Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage means the coverage is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.) See Chapter 6, Section 9, for more information about the late enrollment penalty.

Section 2.2 Where can you get more information about when you can end your membership?

If you have any questions or would like more information about when you can end your membership:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can find the information in the **Medicare & You** 2016 handbook.
 - ◆ Everyone with Medicare receives a copy of **Medicare & You** each fall. Those new to Medicare receive it within a month after first signing up.
 - ◆ You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or you can order a printed copy by calling Medicare at the number below.
- You can contact **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3. How do you end your membership in our plan?

Section 3.1 To end your membership, you must ask us in writing

You may end your membership in our plan at any time during the year and change to Original Medicare. To end your membership, you must make a request in writing to us. Your membership will end on the last day of the month in which we receive your request. Contact us if you need more information on how to do this. If you have drug coverage through our plan and you leave our plan during the year, you will have the opportunity to join a Medicare prescription drug plan when you leave. The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> • Another Medicare health plan. 	<ul style="list-style-type: none"> • Enroll in the Medicare health plan. • You will automatically be disenrolled from our plan when your new plan's coverage begins.
<ul style="list-style-type: none"> • Original Medicare with a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet). Then contact the Medicare prescription drug plan that you want to enroll in and ask to be enrolled. • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and

If you would like to switch from our plan to:	This is what you should do:
	<p>ask to be disenrolled. TTY users should call 1-877-486-2048.</p> <ul style="list-style-type: none">• You will be disenrolled from our plan when your coverage in Original Medicare begins. If you join a Medicare prescription drug plan, that coverage should begin at this time as well.
<ul style="list-style-type: none">• Original Medicare without a separate Medicare prescription drug plan. <p>Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. See Chapter 6, Section 9, for more information about the late enrollment penalty.</p>	<ul style="list-style-type: none">• Send us a written request to disenroll. Contact Member Services if you need more information about how to do this (phone numbers are printed on the back cover of this booklet).• You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.• You will be disenrolled from our plan when your coverage in Original Medicare begins.

SECTION 4. Until your membership ends, you must keep getting your medical services and drugs through our plan

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave our plan, it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information about when your new coverage begins.) During this time, you must continue to get your medical care and prescription drugs through our plan.

- **You should continue to use our network pharmacies to get your prescriptions filled until your membership in our plan ends.** Usually, your prescription drugs are only covered if they are filled at a network pharmacy, including through our mail-order pharmacy services.
- If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged (even if you are discharged after your new health coverage begins).

- If you use out-of-network providers to obtain medical services, the services are covered under Original Medicare. You will be responsible for Original Medicare's cost-sharing for such services, with the exception of emergency and urgently needed services. If you get prescription drugs from an out-of-network provider, you will be responsible for the cost of the drug.

SECTION 5. We must end your membership in our plan in certain situations

Section 5.1 When must we end your membership in our plan?

We must end your membership in our plan if any of the following happen:

- If you do not stay continuously enrolled in Part B. Members must stay continuously enrolled in Part B.
- If you move out of our service area or if you are away from our service area for more than 90 days.
 - ♦ If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area. Phone numbers for Member Services are printed on the back cover of this booklet.
- If you become incarcerated (go to prison), we will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.
- If you lie about or withhold information about other insurance you have that provides prescription drug coverage, we may disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
 - ♦ If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you do not pay our plan premiums.
- If you are required to pay the extra Part D amount because of your income and you do not pay it, Medicare will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.

Where can you get more information?

If you have questions or would like more information about when we can end your membership:

- You can call Member Services for more information (phone numbers are printed on the back cover of this booklet).

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

We are not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in Chapter 9, Section 10, for information about how to make a complaint.

CHAPTER 11. Legal notices

SECTION 1. Notice about governing law.....	218
SECTION 2. Notice about nondiscrimination.....	218
SECTION 3. Notice about Medicare Secondary Payer subrogation rights.....	218
SECTION 4. Administration of this Evidence of Coverage	218
SECTION 5. Applications and statements.....	218
SECTION 6. Assignment.....	219
SECTION 7. Attorney and advocate fees and expenses	219
SECTION 8. Coordination of benefits	219
SECTION 9. Employer responsibility.....	219
SECTION 10. Evidence of Coverage binding on members.....	219
SECTION 11. Government agency responsibility.....	220
SECTION 12. Member nonliability.....	220
SECTION 13. No waiver	220
SECTION 14. Notices	220
SECTION 15. Overpayment recovery.....	220
SECTION 16. Third party liability	220
SECTION 17. U.S. Department of Veterans Affairs.....	221
SECTION 18. Workers' compensation or employer's liability benefits.....	221
SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance.....	222

SECTION 1. Notice about governing law

Many laws apply to this **Evidence of Coverage** and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2. Notice about nondiscrimination

We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare health plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

SECTION 3. Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Kaiser Permanente Medicare Plus, as a Medicare Cost Plan sponsor, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any state laws.

SECTION 4. Administration of this Evidence of Coverage

We may adopt reasonable policies, procedures, and interpretations to promote orderly and efficient administration of this **Evidence of Coverage**.

SECTION 5. Applications and statements

You must complete any applications, forms, or statements that we request in our normal course of business or as specified in this **Evidence of Coverage**.

SECTION 6. Assignment

You may not assign this **Evidence of Coverage** or any of the rights, interests, claims for money due, benefits, or obligations hereunder without our prior written consent.

SECTION 7. Attorney and advocate fees and expenses

In any dispute between a member and Health Plan, the Medical Group, or Kaiser Foundation Hospitals, each party will bear its own fees and expenses, including attorneys' fees, advocates' fees, and other expenses.

SECTION 8. Coordination of benefits

As described in Chapter 1 (Section 7) "How other insurance works with our plan," if you have other insurance, you are required to use your other coverage in combination with your coverage as a Medicare Plus member to pay for the care you receive. This is called "coordination of benefits" because it involves coordinating all of the health benefits that are available to you. You will get your covered care as usual from network providers, and the other coverage you have will simply help pay for the care you receive.

If your other coverage is the primary payer, it will often settle its share of payment directly with us, and you will not have to be involved. However, if payment owed to us by a primary payer is sent directly to you, you are required by Medicare law to give this primary payment to us. For more information about primary payments in third party liability situations, see Section 16, and for primary payments in workers' compensation cases, see Section 18.

You must tell us if you have other health care coverage, and let us know whenever there are any changes in your additional coverage.

SECTION 9. Employer responsibility

For any services that the law requires an employer to provide, we will not pay the employer, and when we cover any such services, we may recover the value of the services from the employer.

SECTION 10. Evidence of Coverage binding on members

By electing coverage or accepting benefits under this **Evidence of Coverage**, all members legally capable of contracting, and the legal representatives of all members incapable of contracting, agree to all provisions of this **Evidence of Coverage**.

SECTION 11. Government agency responsibility

For any services that the law requires be provided only by or received only from a government agency, we will not pay the government agency, and when we cover any such services we may recover the value of the services from the government agency.

SECTION 12. Member nonliability

Our contracts with network providers provide that you are not liable for any amounts we owe. However, you are liable for the cost of noncovered services you obtain from network providers or out-of-network providers.

SECTION 13. No waiver

Our failure to enforce any provision of this **Evidence of Coverage** will not constitute a waiver of that or any other provision, or impair our right thereafter to require your strict performance of any provision.

SECTION 14. Notices

Our notices to you will be sent to the most recent address we have. You are responsible for notifying us of any change in your address. If you move, please call Member Services (phone numbers are printed on the back of this booklet) and Social Security at **1-800-772-1213** (TTY **1-800-325-0778**) as soon as possible to report your address change.

SECTION 15. Overpayment recovery

We may recover any overpayment we make for services from anyone who receives such an overpayment or from any person or organization obligated to pay for the services.

SECTION 16. Third party liability

As stated in Chapter 1, Section 7, third parties who cause you injury or illness (and/or their insurance companies) usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue these primary payments. If you obtain a judgment or settlement from or on behalf of a third party who allegedly caused an injury or illness for which you received covered services, you must pay us "Plan Charges" for those services. **Note:** This Section 16 does not affect your obligation to pay cost-sharing for these services, but we will credit any such payments toward the amount you must pay us under this section. Please refer to Chapter 12 for the definition of "Plan Charges."

To the extent permitted or required by law, we have the option of becoming subrogated to all claims, causes of action, and other rights you may have against a third party or an insurer, government program, or other source of coverage for monetary damages, compensation, or indemnification on account of the injury or illness allegedly caused by the third party. We will be so subrogated as of the time we mail or deliver a written notice of our exercise of this option to you or your attorney, but we will be subrogated only to the extent of the total of Plan Charges for the relevant services.

To secure our rights, we will have a lien on the proceeds of any judgment or settlement you or we obtain against a third party. The proceeds of any judgment or settlement that you or we obtain shall first be applied to satisfy our lien, regardless of whether the total amount of the proceeds is less than the actual losses and damages you incurred.

Within 30 days after submitting or filing a claim or legal action against a third party, you must send written notice of the claim or legal action to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Attention: Patient Financial Services Dep't
2101 East Jefferson Street, Rockville, Maryland 20852

In order for us to determine the existence of any rights we may have and to satisfy those rights, you must complete and send us all consents, releases, authorizations, assignments, and other documents, including lien forms directing your attorney, the third party, and the third party's liability insurer to pay us directly. You may not agree to waive, release, or reduce our rights under this provision without our prior, written consent.

If your estate, parent, guardian, or conservator asserts a claim against a third party based on your injury or illness, your estate, parent, guardian, or conservator and any settlement or judgment recovered by the estate, parent, guardian, or conservator shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the third party. We may assign our rights to enforce our liens and other rights.

SECTION 17. U.S. Department of Veterans Affairs

For any services for conditions arising from military service that the law requires the Department of Veterans Affairs to provide, we will not pay the Department of Veterans Affairs, and when we cover any such services we may recover the value of the services from the Department of Veterans Affairs.

SECTION 18. Workers' compensation or employer's liability benefits

As stated in Chapter 1, Section 7, workers' compensation usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue primary payments under workers' compensation or employer's liability law. You may be eligible for payments or other benefits, including amounts received as a settlement (collectively referred to as "Financial Benefit"), under workers' compensation or employer's liability law. We will provide covered services even if it is unclear

whether you are entitled to a Financial Benefit, but we may recover the value of any covered services from the following sources:

- From any source providing a Financial Benefit or from whom a Financial Benefit is due.
- From you, to the extent that a Financial Benefit is provided or payable or would have been required to be provided or payable if you had diligently sought to establish your rights to the Financial Benefit under any workers' compensation or employer's liability law.

SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance

We are subject to regulation in this Commonwealth by the State Corporation Commission Bureau of Insurance pursuant to Title 38.2 and by the Virginia Department of Health pursuant to Title 32.1.

In the event you need to contact someone about this insurance for any reason, please contact your agent. If no agent was involved in the sale of this insurance, or if you have additional questions, you may contact Kaiser Permanente at the following address and telephone number:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
P.O. Box 6831
2101 East Jefferson Street
Rockville MD 20849-6831
301-468-6000 or 1-800-777-7902

We recommend that you familiarize yourself with our customer satisfaction and appeals processes as described in Chapter 9: "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," and make use of it before taking any other action.

If you have been unable to contact or obtain satisfaction from the company or your agent, you may contact the Virginia State Corporation Commission's Bureau of Insurance at:

State Corporation Commission
Bureau of Insurance
P.O. Box 115
Richmond VA 23218
804-371-9741 or 1-800-552-7945

Written correspondence is preferable so that a record of your inquiry is maintained. When contacting your agent, Kaiser Permanente, or the Bureau of Insurance, have your policy number available

CHAPTER 12. Definitions of important words

Allowance – A specified credit amount that you can use toward the purchase price of an item. If the price of the item(s) you select exceeds the allowance, you will pay the amount in excess of the allowance, which does not apply to the annual out-of-pocket maximum.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Annual Enrollment Period – A set time each fall when members can change their health or drug plans. The Annual Enrollment Period is from October 15 until December 7. (As a member of a Medicare Cost Plan, you can switch to Original Medicare at any time. But you can only join a new Medicare health or drug plan during certain times of the year, such as the Annual Enrollment Period.)

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or prescription drugs or payment for services or drugs you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for a drug, item, or service you think you should be able to receive. Chapter 9 explains appeals, including the process involved in making an appeal.

Balance Billing – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost-sharing amount. As a member of our plan, you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

Benefit Period – The way that both our plan and Original Medicare measure your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Brand-Name Drug – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand-name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are generally not available until after the patent on the brand-name drug has expired.

Catastrophic Coverage Stage – The stage in the Part D Drug Benefit when you pay a low copayment or coinsurance for your drugs after you or other qualified parties on your behalf have spent **\$4,850** in covered drugs during the covered year.

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Coinsurance – An amount you may be required to pay as your share of the cost for services or prescription drugs. Coinsurance is usually a percentage (for example, 20%) of Plan Charges.

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used for certain types of problems only. This includes problems related to quality of care, waiting times, and the customer service you receive. See also "Grievance," in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Coordination of Benefits (COB) – Coordination of Benefits is a provision used to establish the order in which claims are paid when you have other insurance. If you have Medicare and other health insurance or coverage, each type of coverage is called a "payer." When there is more than one payer, there are "coordination of benefits" rules that decide which one pays first. The "primary payer" pays what it owes on your bills first, and then sends the rest to the "secondary payer" to pay. If payment owed to us is sent directly to you, you are required under Medicare law to give the payment to us. In some cases, there may also be a third payer. See Chapter 1 (Section 7) and Chapter 11 (Section 8) for more information.

Copayment – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit, hospital outpatient visit, or a prescription drug. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit or prescription drug.

Cost-Sharing – Cost-sharing refers to amounts that a member has to pay when services or drugs are received. (This is in addition to our plan's monthly premium.) Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services or drugs are covered; (2) any fixed "copayment" amount that a plan requires when a specific service or drug is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service or drug that a plan requires when the service or drug is received. A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. Note: In some cases, you may not pay all applicable cost-sharing at the time you receive the services, and we will send you a bill later for the cost-sharing. For example, if you receive nonpreventive care during a scheduled preventive care visit, we may bill you later for the cost-sharing applicable to the nonpreventive care. For items ordered in advance, you pay the copayment in effect on the order date (although we will not cover the item unless you still have coverage for it on the date you receive it) and you may be required to pay the copayment when the item is ordered. For outpatient prescription drugs, the order date is the date that the pharmacy processes the order after receiving all of the information they need to fill the prescription.

Cost-Sharing Tier – Every drug on the list of covered drugs is in one of six cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug.

Coverage Determination – A decision about whether a drug prescribed for you is covered by our plan and the amount, if any, you are required to pay for the prescription. In general, if you take your prescription to a pharmacy and the pharmacy tells you the prescription isn't covered under your plan, that isn't a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called "coverage decisions" in this booklet. Chapter 9 explains how to ask us for a coverage decision.

Covered Drugs – The term we use to mean all of the prescription drugs covered by our plan.

Covered Services – The general term we use to mean all of the health care services and items that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Daily Cost-Sharing Rate – A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. A daily cost-sharing rate is the copayment divided by the number of days in a month's supply. Here is an example: If your copayment for a one-month supply of a drug is \$30, and a one-month's supply in your plan is 30 days, then your "daily cost-sharing rate" is \$1 per day. This means you pay \$1 for each day's supply when you fill your prescription.

Deductible – The amount you must pay for health care or prescriptions before our plan begins to pay.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Dispensing Fee – A fee charged each time a covered drug is dispensed to pay for the cost of filling a prescription. The dispensing fee covers costs such as the pharmacist's time to prepare and package the prescription.

Durable Medical Equipment – Certain medical equipment that is ordered by your doctor for medical reasons. Examples are walkers, wheelchairs, or hospital beds.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

Emergency Medical Condition – Either: (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a plan hospital (or designated hospital) before delivery or if transfer poses a threat to your (or your unborn child's) health and safety.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Exception – A type of coverage determination that, if approved, allows you to get a drug that is not on your plan sponsor's formulary (a formulary exception), or get a nonpreferred drug at a lower cost-sharing level (a tiering exception). You may also request an exception if we limit the quantity or dosage of the drug you are requesting (a formulary exception).

Excluded Drug – A drug that is not a "covered Part D drug," as defined under 42 U.S.C. Section 1395w-102(e).

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Formulary – A list of Medicare Part D drugs covered by our plan.

Generic Drug – A prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand-name drug. Generally, a "generic" drug works the same as a brand-name drug and usually costs less.

Grievance – A type of complaint you make about us or one of our network providers or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Group Health Cooperative (GHC) – When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or GHC service area. GHC is located in parts of Washington and Northern Idaho. For more information, please refer to Chapter 3, Section 2.2, and you may visit GHC's website at ghc.org/about_gh/index.jhtml.

Home Health Aide – A home health aide provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (for example, bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Home Health Care – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered services are listed in the Medical Benefits Chart in Chapter 4. We cover home health care in accord with Medicare guidelines. Home health care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren't covered unless you are also getting a covered skilled service. Home health services do not include the services of housekeepers, food service arrangements, or full-time nursing care at home.

Hospice – An enrollee who has six months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums, you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

Hospital Inpatient Stay – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an "outpatient."

Income Related Monthly Adjustment Amount (IRMAA) – If your income is above a certain limit, you will pay an income-related monthly adjustment amount in addition to your plan premium. For example, individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Coverage Limit – The maximum limit of coverage under the Initial Coverage Stage.

Initial Coverage Stage – This is the stage before your total drug expenses have reached **\$3,310**, including amounts you've paid and what our plan has paid on your behalf.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the seven-month period that begins three months before the month you turn 65, includes the month you turn 65, and ends three months after the month you turn 65.

Inpatient Hospital Care – Health care that you get during an inpatient stay in an acute care general hospital.

Kaiser Foundation Health Plan (Health Plan) – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., is a nonprofit corporation and a Medicare Cost Plan. This **Evidence of Coverage** sometimes refers to Health Plan as "we" or "us."

Kaiser Permanente – Kaiser Foundation Hospitals, Health Plan, and the Medical Group.

Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary (Formulary or "Drug List") – A list of prescription drugs covered by our plan. The drugs on this list are selected by us with the help of doctors and pharmacists. The list includes both brand-name and generic drugs.

Kaiser Permanente Region – A Kaiser Foundation Health Plan organization or allied plan that conducts a direct-service health care program. When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or Group Health Cooperative service area. For more information, please refer to Chapter 3, Section 2.2.

Late Enrollment Penalty – An amount added to your monthly premium for Medicare drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more. You pay this higher amount as long as you have a Medicare drug plan. There are some exceptions. For example, if you receive "Extra Help" from Medicare to pay your prescription drug plan costs, you will not pay a late enrollment penalty.

Long-Term Care Hospital – A Medicare-certified acute-care hospital that typically provide Medicare covered services such as comprehensive rehabilitation, respiratory therapy, head trauma treatment, and pain management. They are not long-term care facilities such as convalescent or assisted living facilities.

Low Income Subsidy (LIS) – See "Extra Help."

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for Part A and Part B services covered by our plan. Amounts you pay for your plan premiums, Medicare Part A and Part B premiums, and Part D prescription drugs do not count toward the maximum out-of-pocket amount. See Chapter 4, Section 1.2, for information about your maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6, for information about how to contact Medicaid in your state.

Medical Care or Services – Health care services or items. Some examples of health care items include durable medical equipment, eyeglasses, and drugs covered by Medicare Part A or Part B, but not drugs covered under Medicare Part D.

Medical Group – It is the network of plan providers that our plan contracts with to provide covered services to you. The name of our medical group is the Mid-Atlantic Permanente Medical Group, P.C., a for-profit professional corporation.

Medically Accepted Indication – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, a PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area, except people with End-Stage Renal Disease (unless certain exceptions apply).

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare Coverage Gap Discount Program – A program that provides discounts on most covered Part D brand-name drugs to Part D enrollees who have reached the Coverage Gap Stage and who are not already receiving "Extra Help." Discounts are based on agreements between the federal government and certain drug manufacturers. For this reason, most, but not all, brand-name drugs are discounted.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-Inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

"Medigap" (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Cost Plan is not a Medigap policy.)

Member (Member of our Plan, or "Plan Member") – A person with Medicare who is eligible to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

Network Pharmacy – A network pharmacy is a pharmacy where members of our plan can get their prescription drug benefits. We call them "network pharmacies" because they contract with our plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

Network Physician – Any licensed physician who is a partner or employee of the Medical Group, or any licensed physician who contracts to provide services to our members (but not including physicians who contract only to provide referral services).

Network Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. We call them "**network providers**" when they have an agreement with our plan to accept our payment as payment in full, and in some cases, to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as "plan providers."

Organization Determination – The Cost plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. The Cost plan's network provider or facility has also made an organization determination when it provides you with an item or service, or refers you to an out-of-network provider for an item or service. Organization determinations are called "coverage decisions" in this booklet. Chapter 9 explains how to ask us for a coverage decision.

Original Medicare ("Traditional Medicare" or "Fee-for-Service" Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Pharmacy – A pharmacy that doesn't have a contract with our plan to coordinate or provide covered drugs to members of our plan. As explained in this **Evidence of Coverage**, most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply (see Chapter 5, Section 2.5, for more information).

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for "Cost-Sharing" above. A member's cost-sharing requirement to pay for a portion of services or drugs received is also referred to as the member's "out-of-pocket" cost requirement.

PACE Plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) for as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

Part C – See "**Medicare Advantage (MA) Plan.**"

Part D – The voluntary Medicare Prescription Drug Benefit Program. (For ease of reference, we will refer to the prescription drug benefit program as Part D.)

Part D Drugs – Drugs that can be covered under Part D. We may or may not offer all Part D drugs. (See your formulary for a specific list of covered drugs.) Certain categories of drugs were specifically excluded by Congress from being covered as Part D drugs.

Plan – Kaiser Permanente Medicare Plus.

Plan Charges – Plan Charges means the following:

- For services provided by the Medical Group or Kaiser Foundation Hospitals, the charges in Health Plan's schedule of Medical Group and Kaiser Foundation Hospitals charges for services provided to members.
- For services for which a provider (other than the Medical Group or Kaiser Foundation Hospitals) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider.
- For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a member for the item if a member's benefit plan did not cover the item (this amount is an estimate of: the cost of acquiring, storing, and dispensing drugs; the direct and indirect costs of providing Kaiser Permanente pharmacy services to members; and the pharmacy program's contribution to the net revenue requirements of Health Plan).
- For all other services, the payments that Kaiser Permanente makes for the services or, if Kaiser Permanente subtracts cost-sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost-sharing.

Post-Stabilization Care – Medically necessary services related to your emergency medical condition that you receive after your treating physician determines that this condition is clinically stable. You are considered clinically stable when your treating physician believes, within a reasonable medical probability and in accordance with recognized medical standards, that you are safe for discharge or transfer and that your condition is not expected to get materially worse during or as a result of the discharge or transfer.

Preferred Cost-Sharing – Preferred cost-sharing means lower cost-sharing for certain covered Part D drugs at certain network pharmacies.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Member cost-sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both network (preferred) and out-of-network (nonpreferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health care or prescription drug coverage.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1, for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services or certain drugs that may or may not be on our formulary. Some in-network medical services are covered only if your doctor or other network provider gets "prior authorization" from our plan. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4 and described in Chapter 3, Section 2.3. Some drugs are covered only if your doctor or other network provider gets "prior authorization" from us. Covered drugs that need prior authorization are marked in the formulary.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4, for information about how to contact the QIO for your state.

Quantity Limits – A management tool that is designed to limit the use of selected drugs for quality, safety, or utilization reasons. Limits may be on the amount of the drug that we cover per prescription or for a defined period of time.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (nonemergency) services. Our plan may disenroll you if you permanently move out of our plan's service area.

Services – Health care services or items.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Enrollment Period – A set time when members can change their health or drug plans or return to Original Medicare. Situations in which you may be eligible for a special enrollment period include: if you move outside the service area, if you are getting "Extra Help" with your prescription drug costs, if you move into a nursing home, or if we violate our contract with you.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

Specialty-Tier Drugs – Very high-cost drugs approved by the FDA that are on our formulary.

Standard Cost-Sharing – Standard cost-sharing is cost-sharing other than preferred cost-sharing offered at a network pharmacy.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

Kaiser Permanente Medicare Plus Member Services

METHOD	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

State Health Insurance Assistance Program

A State Health Insurance Assistance Program (SHIP) is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. Please refer to Chapter 2, Section 3, for SHIP contact information.

Evidence of Coverage

Your Medicare Health Benefits and Services as a Member of Kaiser Permanente Medicare Plus (Cost)

This booklet gives you the details about your Medicare health care coverage from January 1 to December 31, 2016. It explains how to get coverage for the health care services you need. This is an important legal document. Please keep it in a safe place.

This plan, Kaiser Permanente Medicare Plus, is offered by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When this **Evidence of Coverage** says "we," "us," or "our," it means Health Plan. When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Member Services has free language interpreter services available for non-English speakers (phone numbers are printed on the back cover of this booklet).

This information is available in a different format for the visually impaired by calling Member Services (phone numbers are printed on the back cover of this booklet).

Benefits, premium, deductible, and/or copayments/coinsurance may change on January 1, 2017.

2016 Evidence of Coverage

Table of Contents

This list of chapters and page numbers is your starting point. For more help in finding information you need, go to the first page of a chapter. You will find a detailed list of topics at the beginning of each chapter.

CHAPTER 1. Getting started as a member..... 1

Explains what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, your plan premium, your plan membership card, and keeping your membership record up-to-date.

CHAPTER 2. Important phone numbers and resources 11

Tells you how to get in touch with our plan (Medicare Plus) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), and the Railroad Retirement Board.

CHAPTER 3. Using our plan's coverage for your medical services 21

Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in our plan's network and how to get care when you have an emergency.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay) 34

Gives the details about which types of medical care are covered and *not* covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.

CHAPTER 5. Asking us to pay our share of a bill you have received for covered medical services..... 93

Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services.

CHAPTER 6. Your rights and responsibilities 97

Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.

CHAPTER 7. What to do if you have a problem or complaint (coverage decisions, appeals, and complaints) 106

Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care you think is covered by our plan. This includes asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.
- Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.

CHAPTER 8. Ending your membership in our plan..... 142

Explains when and how you can end your membership in our plan.
Explains situations in which our plan is required to end your membership.

CHAPTER 9. Legal notices 147

Includes notices about governing law and about nondiscrimination.

CHAPTER 10. Definitions of important words 153

Explains key terms used in this booklet.

AMENDMENT. "What You Need To Know" – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices

CHAPTER 1. Getting started as a member

SECTION 1. Introduction	2
Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan	2
Section 1.2 What is the Evidence of Coverage booklet about?	2
Section 1.3 Legal information about the Evidence of Coverage.....	3
SECTION 2. What makes you eligible to be a plan member?	3
Section 2.1 Your eligibility requirements	3
Section 2.2 What are Medicare Part A and Medicare Part B?	3
Section 2.3 Here is our plan service area for Medicare Plus.....	4
SECTION 3. What other materials will you get from us?	4
Section 3.1 Your plan membership card—use it to get the care covered by our plan	4
Section 3.2 The Provider Directory: Your guide to all providers in our network.....	5
SECTION 4. Your monthly premium for our plan	6
Section 4.1 How much is your plan premium?	6
Section 4.2 There are several ways you can pay your plan premium	7
Section 4.3 Can we change your monthly plan premium during the year?	8
SECTION 5. Please keep your plan membership record up-to-date.....	8
Section 5.1 How to help make sure that we have accurate information about you.....	8
SECTION 6. We protect the privacy of your personal health information.....	9
Section 6.1 We make sure that your health information is protected	9
SECTION 7. How other insurance works with our plan	10
Section 7.1 Which plan pays first when you have other insurance?	10

SECTION 1. Introduction

Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan

You are covered by Medicare, and you have chosen to get your Medicare health care coverage through our plan, Kaiser Permanente Medicare Plus. There are different types of Medicare health plans. Medicare Plus is a Medicare Cost Plan. This plan does not include Part D prescription drug coverage. Like all Medicare health plans, this Medicare Cost Plan is approved by Medicare and run by a private company.

Section 1.2 What is the Evidence of Coverage booklet about?

This **Evidence of Coverage** booklet tells you how to get your Medicare medical care covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of our plan.

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage**:

- Kaiser Permanente Medicare Plus High w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**High Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/o D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Part B Only Option**" plan for members without Medicare Part A coverage.

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

The words "coverage" and "covered services" refer to the medical care and services available to you as a member of our plan.

It's important for you to learn what our plan's rules are and what services are available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** booklet.

If you are confused or concerned or just have a question, please contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.3 Legal information about the Evidence of Coverage

It's part of our contract with you

This **Evidence of Coverage** is part of our contract with you about how our plan covers your care. Other parts of this contract include your enrollment form, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The contract is in effect for the months in which you are enrolled in Medicare Plus between January 1, 2016, and December 31, 2016.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of our plan after December 31, 2016. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2016.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer our plan and Medicare renews its approval of our plan.

SECTION 2. What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You have Medicare Part B (or you have both Part A and Part B) (Section 2.2 below tells you about Medicare Part A and Medicare Part B).
- – *and* – you live in our geographic service area (Section 2.3 below describes our service area).
- – *and* – you do not have End-Stage Renal Disease (ESRD), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer.

Section 2.2 What are Medicare Part A and Medicare Part B?

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services), skilled nursing facilities, or home health agencies.
- Medicare Part B is for most other medical services (such as physician's services and other outpatient services) and certain items (such as durable medical equipment and supplies).

Section 2.3 Here is our plan service area for Medicare Plus

Although Medicare is a federal program, our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes the city of Washington D.C. and these cities and counties in Maryland and Virginia: Alexandria City, Anne Arundel, Arlington, Baltimore County, Baltimore City, Carroll County, Fairfax City, Fairfax County, Falls Church City, Harford County, Howard County, Loudoun County, Manassas City, Manassas Park City, Montgomery County, Prince George's County, and Prince William County.

Also, our service area includes these parts of counties in Maryland, in the following ZIP codes only:

- **Calvert County:** 20639, 20678, 20689, 20714, 20732, 20736, and 20754.
- **Charles County:** 20601, 20602, 20603, 20604, 20612, 20616, 20617, 20637, 20640, 20643, 20646, 20658, 20675, 20677, and 20695.
- **Frederick County:** 21701, 21702, 21703, 21704, 21705, 21709, 21710, 21714, 21716, 21717, 21718, 21754, 21755, 21758, 21759, 21762, 21769, 21770, 21771, 21774, 21775, 21777, 21790, 21792, and 21793.

In addition, we offer coverage in several states. However, there may be cost or other differences between the plans we offer in each state. If you move out of state and into a state that is still within our service area, you must call Member Services in order to update your information. If you move into a state outside of our service area, you cannot remain a member of our plan. Please call Member Services to find out if we have a plan in your new state.

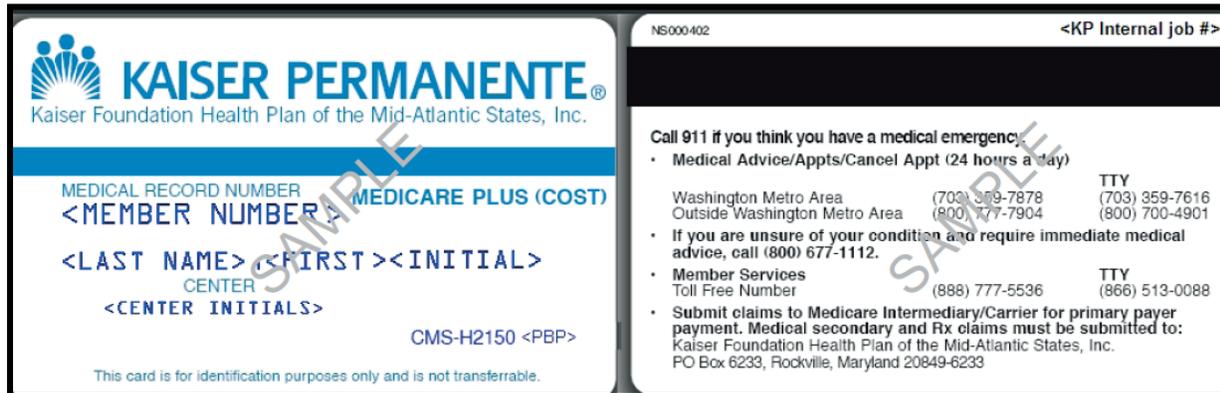
If you plan to move out of the service area, please contact Member Services (phone numbers are printed on the back cover of this booklet). When you move, you will have a special enrollment period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

SECTION 3. What other materials will you get from us?

Section 3.1 Your plan membership card—use it to get the care covered by our plan

We will send you a plan membership card. You should use this card whenever you get covered services from a Medicare Plus network provider. Here's a sample membership card to show you what yours will look like:



If your plan membership card is damaged, lost, or stolen, call Member Services right away and we will send you a new card. Phone numbers for Member Services are printed on the back cover of this booklet.

Because Medicare Plus is a Medicare Cost Plan, you should also **keep your red, white, and blue Medicare card with you**. As a Cost Plan member, if you receive Medicare-covered services (except for emergency or urgent care) from an out-of-network provider or when you are outside of our service area, these services will be paid for by Original Medicare, not our plan. In these cases, you will be responsible for Original Medicare deductibles and coinsurance. (If you receive emergency or urgent care from an out-of-network provider or when you are outside of our service area, our plan will pay for these services.) It is important that you keep your red, white, and blue Medicare card with you for when you receive services paid for under Original Medicare.

Section 3.2 The Provider Directory: Your guide to all providers in our network

The **Provider Directory** lists our network providers.

What are "network providers"?

Network providers are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost-sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan. However, members of our plan may also get services from out-of-network providers. If you get care from out-of-network providers, you will pay the cost-sharing amounts under Original Medicare.

If you don't have your copy of the **Provider Directory**, you can request a copy from Member Services (phone numbers are printed on the back cover of this booklet). You may ask Member Services for more information about our network providers, including their qualifications. You can view or download the **Provider Directory** at kp.org/directory. Both Member Services and our website can give you the most up-to-date information about our network providers.

SECTION 4. Your monthly premium for our plan

Section 4.1 How much is your plan premium?

As a member of our plan, you pay a monthly plan premium. The table below shows the monthly plan premium amount for each plan we are offering in the service area. In addition, you must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Medicare Plus plan name	Monthly plan premium
High Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.	\$85
Standard Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.	\$15
Basic Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.	\$0
Basic Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.	\$373

Many members are required to pay other Medicare premiums

In addition to paying the monthly plan premium, many members are required to pay other Medicare premiums. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. And most plan members pay a premium for Medicare Part B. You must continue paying your Medicare Part B premium to remain a member of our plan.

Your copy of **Medicare & You** 2016 gives you information about Medicare premiums in the section called "2016 Medicare Costs." This explains how the Medicare Part B premium differs for people with different incomes. Everyone with Medicare receives a copy of **Medicare & You** each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of **Medicare & You** 2016 from the Medicare website (<http://www.medicare.gov>) or you can order a printed copy by phone at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users call **1-877-486-2048**.

Section 4.2 There are several ways you can pay your plan premium

There are three ways you can pay your plan premium. You will pay by check (Option 1) unless you tell us that you want your premium automatically deducted from your bank (Option 2) or your Social Security check (Option 3). To sign up for Option 2 or 3, or to change your selection at any time, please call Member Services and tell us which option you want.

If you decide to change the way you pay your premium, it can take up to three months for your new payment method to take effect. While we are processing your request for a new payment method, you are responsible for making sure that your plan premium is paid on time.

Option 1: You can pay by check or money order

You may send your monthly plan premium directly to us. We must receive your check made payable to "**Kaiser Permanente**" on or before the first of the coverage month at the following address:

Kaiser Permanente
Membership Accounting Department
PO Box 64199
Baltimore, MD 21264-4199

Note: You cannot pay in person.

Option 2: You can sign up for electronic funds transfer (EFT)

Instead of paying by check, you can have your monthly plan premium automatically withdrawn from your bank account. Please call Member Services to learn how to start or stop automatic payments of your plan premium and other details about this option, such as when your monthly withdrawal will occur. You can also make a payment using a credit card over the phone by calling our Membership Administration Department at **800-777-7902**, 8:00 a.m. to 4:30 p.m., Monday through Friday.

Option 3: You can have our plan premium taken out of your monthly Social Security check

You can have our plan premium taken out of your monthly Social Security check. Contact Member Services for more information about how to pay your monthly plan premium this way. We will be happy to help you set this up. Phone numbers for Member Services are printed on the back cover of this booklet.

What to do if you are having trouble paying your plan premium

Your plan premium is due in our office by the first day of the coverage month. If we have not received your premium payment by the 10th day of the coverage month, we will send you a notice telling you that your plan membership will end if we do not receive your premium payment within 90 days.

If you are having trouble paying your plan premium on time, please contact Member Services to see if we can direct you to programs that will help with your plan premium. Phone numbers for Member Services are printed on the back cover of this booklet.

If we end your membership because you did not pay your premium, you will have health coverage under Original Medicare.

At the time we end your membership, you may still owe us for premiums you have not paid. We have the right to pursue collection of the premiums you owe.

If you think we have wrongfully ended your membership, you have a right to ask us to reconsider this decision by making a complaint. Chapter 7, Section 9, in this booklet tells you how to make a complaint. If you had an emergency circumstance that was out of your control and it caused you to not be able to pay your premiums within our grace period, you can ask Medicare to reconsider this decision by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 4.3 Can we change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for our plan's monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.

SECTION 5. Please keep your plan membership record up-to-date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage, including your Primary Care Provider.

The doctors, hospitals, and other providers in our network need to have correct information about you. These network providers use your membership record to know what services are covered and the cost-sharing amounts for you. Because of this, it is very important that you help us keep your information up-to-date.

Let us know about these changes:

- Changes to your name, your address, or your phone number.
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid).
- If you have any liability claims, such as claims from an automobile accident.
- If you have been admitted to a nursing home.
- If you receive care in an out-of-area or out-of-network hospital or emergency room.
- If your designated responsible party (such as a caregiver) changes.
- If you are participating in a clinical research study.

If any of this information changes, please let us know by calling Member Services (phone numbers are printed on the back cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 6. We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 6, Section 1.4, of this booklet.

SECTION 7. How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the "primary payer" and pays up to the limits of its coverage. The one that pays second, called the "secondary payer," only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends upon your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - ◆ If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.
 - ◆ If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
 - ◆ If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance).
- Liability (including automobile insurance).
- Black lung benefits.
- Workers' compensation.

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2. Important phone numbers and resources

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan).....	12
SECTION 2. Medicare (how to get help and information directly from the federal Medicare program).....	14
SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare).....	15
SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)	17
SECTION 5. Social Security	17
SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources).....	18
SECTION 7. How to contact the Railroad Retirement Board	20
SECTION 8. Do you have "group insurance" or other health insurance from an employer?	20

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)

How to contact our plan's Member Services

For assistance with claims, billing, or membership card questions, please call or write to Medicare Plus Member Services. We will be happy to help you.

Method	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. An appeal is a formal way of asking us to review and change a coverage decision we have made. You can make a complaint about us or one of our network providers, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes.

For more information about asking for a coverage decision or making an appeal or a complaint about your medical care, see Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." You may call us if you have questions about our coverage decision process.

Method	Coverage decisions, appeals, or complaints for medical care – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org
MEDICARE WEBSITE	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare, go to <u>www.medicare.gov/MedicareComplaintForm/home.aspx</u> .

Where to send a request asking us to pay for our share of the cost for medical care you have received

For more information about situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 5, "Asking us to pay our share of a bill you have received for covered medical services."

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," for more information.

Method	Payment requests – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Payment requests – contact information
	2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called "CMS"). This agency contracts with Medicare Advantage and Medicare Cost Plan organizations, including our plan.

Method	Medicare – contact information
CALL	1-800-MEDICARE or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<u>http://www.medicare.gov</u> This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state. The Medicare website also has detailed information about your Medicare eligibility and enrollment options, with the following tools: <ul style="list-style-type: none">• Medicare Eligibility Tool: Provides Medicare eligibility status information.• Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and

Method	Medicare – contact information
	<p>Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans.</p> <p>You can also use the website to tell Medicare about any complaints you have about our plan:</p> <ul style="list-style-type: none">• Tell Medicare about your complaint: You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. <p>If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called **Health Insurance Counseling Project**.
- In Maryland, the SHIP is called **Maryland Department of Aging**.
- In Virginia, the SHIP is called **Virginia Insurance Counseling and Assistance Program**.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

Method	Health Insurance Counseling Project (District of Columbia's SHIP) – contact information
CALL	202-994-6272
TTY	202-994-6656 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	2136 Pennsylvania Avenue, N.W., Washington, DC 20052
WEBSITE	www.law.gwu.edu/academics/el/clinics/insurance/

Method	Maryland Department of Aging – contact information
CALL	410-767-1100 or toll free 1-800-243-3425
TTY	711
WRITE	301 West Preston St., Suite 1007, Baltimore, MD 21201
WEBSITE	mdoa.state.md.us/

Method	Virginia Insurance Counseling and Assistance Program – contact information
CALL	804-662-9333 or toll free 1-800-552-3402
TTY	711
WRITE	1610 Forest Avenue, Suite 100, Henrico, VA 23229
WEBSITE	vda.virginia.gov

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For District of Columbia, Maryland, and Virginia, the Quality Improvement Organization is called KEPRO.

KEPRO has a group of doctors and other health care professionals who are paid by the federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KEPRO is an independent organization. It is not connected with our plan.

You should contact KEPRO in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

Method	KEPRO (District of Columbia's, Maryland's, and Virginia's QIO) – contact information
CALL	1-844-455-8708
TTY	1-855-843-4776 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609
WEBSITE	www.keproqio.com

SECTION 5. Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – contact information
CALL	1-800-772-1213 Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday. You can use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday.
WEBSITE	http://www.ssa.gov

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, coinsurance, and copayments). Some people with QMB are also eligible for full Medicaid benefits (QMB+).
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).
- **Qualified Individual (QI):** Helps pay Part B premiums.
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact the Medicaid agency for your state listed below.

Method	Department of Healthcare Finance (District of Columbia's Medicaid program) – contact information
CALL	202-442-5988
TTY	711
WRITE	441 4th Street NW, 900S, Washington, DC 20001
WEBSITE	dhcf.dc.gov

Method	Maryland Medical Assistance Program/HealthChoice – contact information
CALL	410-767-5800 or toll free 1-800-492-5231
TTY	1-800-735-2258 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	dhmf.state.md.us/mma/healthchoice/index.html

Method	Virginia Department of Medical Assistance Services – contact information
CALL	804-786-6145 or toll free 1-800-643-2273
TTY	711
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	dmasva.dmas.virginia.gov

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

SECTION 7. How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – contact information
CALL	1-877-772-5772 Calls to this number are free. Available 9:00 a.m. to 3:30 p.m., Monday through Friday. If you have a touch-tone telephone, recorded information and automated services are available 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are not free.
WEBSITE	http://www.rrb.gov

SECTION 8. Do you have "group insurance" or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Member Services if you have any questions. You can ask about your (or your spouse's) employer or retiree health benefits, premiums, or the enrollment period. Phone numbers for Member Services are printed on the back cover of this booklet. You may also call **1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048)** with questions related to your Medicare coverage under this plan.

CHAPTER 3. Using our plan's coverage for your medical services

SECTION 1. Things to know about getting your medical care covered as a member of our plan 22

Section 1.1 What are "network providers" and "covered services"?..... 22

Section 1.2 Basic rules for getting your medical care covered by our plan 22

SECTION 2. Use providers in our network to get your medical care..... 23

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care 23

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP? 24

Section 2.3 How to get care from specialists and other network providers 25

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster 27

Section 3.1 Getting care if you have a medical emergency 27

Section 3.2 Getting care when you have an urgent need for services 28

Section 3.3 Getting care during a disaster 29

SECTION 4. What if you are billed directly for the full cost of your covered services? 29

Section 4.1 You can ask us to pay our share of the cost for covered services 29

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost 29

SECTION 5. How are your medical services covered when you are in a "clinical research study"?..... 30

Section 5.1 What is a "clinical research study"? 30

Section 5.2 When you participate in a clinical research study, who pays for what? 31

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution" 31

Section 6.1 What is a religious nonmedical health care institution?..... 31

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan? 32

SECTION 7. Rules for ownership of durable medical equipment 32

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan? 32

SECTION 1. Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using our plan to get your medical care covered. It gives you definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by our plan.

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the Medical Benefits Chart in the next chapter, Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

Section 1.1 What are "network providers" and "covered services"?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **"Providers"** are doctors and other health care professionals licensed by the state to provide medical services and care. The term "providers" also includes hospitals and other health care facilities.
- **"Network providers"** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan.
- **"Covered services"** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the Medical Benefits Chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care covered by our plan

As a Medicare health plan, our plan must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

We will generally cover your medical care as long as:

- **The care you receive is included in our plan's Medical Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- **You generally must receive your care from a network provider for our plan to cover the services.**
 - ♦ If we do not cover services you receive from an out-of-network provider, the services will be covered by Original Medicare if they are Medicare-covered services. Except for emergency or urgently needed services, if you get services covered by Original Medicare

from an out-of-network provider then you must pay Original Medicare's cost-sharing amounts. For information on Original Medicare's cost-sharing amounts, call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- ◆ You should get supplemental benefits from a network provider. If you get covered supplemental benefits, such as dental care, from an out-of-network provider, then you must pay the entire cost of the service.
- ◆ If an out-of-network provider sends you a bill that you think we should pay, please contact Member Services (phone numbers are printed on the back cover of this booklet). Generally, it is best to ask an out-of-network provider to bill Original Medicare first, and then to bill us for the remaining amount. We may require the out-of-network provider to bill Original Medicare. We will then pay any applicable Medicare coinsurance and deductibles minus your copayments on your behalf.
- **You have a network primary care provider** (a PCP) who is providing and overseeing your care. As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - ◆ In most situations, your network PCP must give you approval in advance before you can use other providers in our plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a "referral" (for more information about this, see Section 2.3 in this chapter).
 - ◆ Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 in this chapter).

SECTION 2. Use providers in our network to get your medical care

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a "PCP" and what does the PCP do for you?

As a member, you must choose a network provider to be your primary care provider. Your primary care provider is a physician in family medicine, adult medicine, general practice, or obstetrics/gynecology who meets state requirements and is trained to give you primary medical care.

Your PCP will provide most of your health care and will arrange or coordinate your covered care with other Medical Group physicians and other providers. If you need certain types of covered services or supplies, you must get approval in advance from your PCP. For specialty care and other services, your PCP will need to get prior authorization (prior approval) from us as described in Section 2.3 in this chapter.

You are free to get care from other Medical Group PCPs if your PCP is not available, and at any Kaiser Permanente medical office.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

How do you choose your PCP?

You may select a primary care plan physician from any of our available plan physicians who practice in these specialties: internal medicine, family medicine, and pediatrics. Also, women can select any available primary care plan physician from obstetrics/gynecology. Your PCP must be a Medical Group physician, unless we designate otherwise. If you do not select a PCP, then one will be selected for you from the available Medical Group physicians.

When you make a selection, it is effective immediately. To learn how to select a primary care plan physician, please call Member Services. You can also make your selection at **kp.org**. If there is a particular plan specialist or hospital that you want to use, check first to be sure your PCP makes referrals to that specialist, or uses that hospital.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our network of providers and you would have to find a new PCP.

To change your PCP, call Member Services. When you call, be sure to tell Member Services if you are seeing specialists or getting other covered services that need your PCP's approval (such as home health services and durable medical equipment). Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will tell you when the change to your new PCP will take effect. Generally, changes are effective the first of the month following the date when we receive your request.

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP?

You can get the services listed below without getting approval in advance from your PCP:

- Routine women's health care, which includes breast exams, screening mammograms (X-rays of the breast), Pap tests, and pelvic exams, as long as you get them from a network provider.
- Flu shots and Hepatitis B vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed services from network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, for example, when you are temporarily outside of our service area.
- If you visit the service area of another Kaiser Permanente region or Group Health Cooperative (GHC), you can receive certain care from designated providers in that service area. Please call Member Services for more information about getting care when visiting another Kaiser Permanente region's service area or the GHC service area, including coverage information and facility locations in parts of California, Colorado, Georgia, Hawaii, Idaho, Oregon, and Washington.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

Referrals from your PCP

You will usually see your PCP first for most of your routine health care needs. There are only a few types of covered services you may get on your own, without getting approval from your PCP first, which are described in Section 2.2. Also, your PCP will need to request authorization from our plan for referrals to specialists.

- If you are seeing a non-plan specialist when you enroll in our plan, you will be required in most instances to switch to a plan specialist. If your current specialist is not a plan specialist and you wish to continue to receive services from that non-plan specialist, you may continue to do so under your Original Medicare benefits, if he/she participates in the Medicare program. In that instance, you will be required to pay Original Medicare cost-sharing because the services will not be covered by our plan.

Prior authorization

For the services and items listed below and in Chapter 4, Sections 2.1 and 2.2, your PCP will need to get approval in advance from our plan or Medical Group (this is called getting "prior authorization"). Decisions regarding requests for authorization will be made only by licensed physicians or other appropriately licensed medical professionals. If you get these services and items without prior authorization by our plan or Medical Group, the care will not be covered by our plan and you will have to pay Original Medicare's out-of-pocket amounts for the care.

- **Inpatient care.** For nonemergency admissions, the Medical Group and our plan will coordinate your care and determine which hospital you will be admitted. Your PCP or specialist must receive prior authorization from us for nonemergency admissions, including admissions to behavioral health, skilled nursing facilities, or other inpatient settings. We will determine the most appropriate facility for care. Depending upon your medical needs, we may transfer you from one network hospital or other inpatient setting, to another network hospital where Medical Group physicians are always on duty. In addition, we may transfer you from one network skilled nursing facility to another where Medical Group physicians make rounds and are available for urgent care.
- Medically necessary transgender surgery and associated procedures.
- **Network specialty care.** When your PCP believes that you need specialty care, he or she will request authorization from us. If specialty care is medically necessary, we will send you a written referral and authorize an initial consultation and/or a specified number of visits. After your initial consultation with the network specialist, you must then return to your PCP unless we have authorized more visits as specified in the written referral that we gave you.

Don't return to the network specialist after your initial consultation visit unless we have authorized additional visits in your referral. Otherwise, the services will not be covered and you will be responsible for paying Original Medicare cost-sharing and out-of-pocket expenses, instead of our plan's cost-sharing amounts. Here are some other things you should know about obtaining specialty care:

- ◆ If you need to see a network specialist frequently because you have been diagnosed with a condition or disease that requires ongoing specialized care, your PCP and your attending network specialist may develop a treatment plan that allows you to see the network specialist without additional referrals. Your PCP must contact us and your network specialist must use our criteria when creating your treatment plan, and the network specialist will need to get authorization before starting any treatment.
- **Out-of-network specialty care.** If your PCP decides that you require covered services not available from network providers, he or she will recommend to the Medical Group that you be referred to an out-of-network provider inside or outside our service area. The appropriate Medical Group designee will authorize the services if he or she determines that the covered services are medically necessary and are not available from a network provider. Referrals to out-of-network physicians will be for a specific treatment plan, which may include a standing referral if ongoing care is prescribed. Please ask your network physician what services have been authorized. If the out-of-network specialist wants you to come back for more care, be sure to check if the referral covers more visits to the specialist. If it doesn't, please contact your PCP.
- After we are notified that you need **post-stabilization care** from an out-of-network provider following emergency care, we will discuss your condition with the out-of-network provider. If we decide that you require post-stabilization care and that this care would be covered if you received it from a network provider, we will authorize your care from the out-of-network provider only if we cannot arrange to have a network provider (or other designated provider) provide the care. Please see Section 3.1 in this chapter for more information.

What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.

- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us at **1-888-777-5536 (TTY 711)** so we can assist you in finding a new provider and managing your care.

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster

Section 3.1 Getting care if you have a medical emergency

What is a "medical emergency" and what should you do if you have one?

A "medical emergency" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call **911** for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. The number to call is listed on the back of your membership card.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. High Option and Standard Option plan members, may get covered emergency medical care (including ambulance) when you need it anywhere in the world (claim forms required). For more information, see the Medical Benefits Chart in Chapter 4 of this booklet.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be either covered by our plan or Original Medicare. If your emergency care is provided by out-of-network providers, we will try to arrange for network

providers to take over your care as soon as your medical condition and the circumstances allow and we may choose to move you to a hospital where Medical Group physicians are always on duty. Our plan will cover your post-stabilization care if the services are provided by network providers, authorized by our plan, or the care is covered out-of-area urgent care. Otherwise, your post-stabilization care will be covered by Original Medicare and you will have to pay Original Medicare cost-sharing for post-stabilization care.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care—thinking that your health is in serious danger—and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, we will cover your care as long as you reasonably thought your health was in serious danger.

However, after the doctor has said that it was not an emergency, we will cover additional care only if you go to a network provider to get the additional care. If you get additional care from an out-of-network provider after the doctor says it was not an emergency, you will normally have to pay Original Medicare's cost-sharing.

Section 3.2 Getting care when you have an urgent need for services

What are "urgently needed services"?

"Urgently needed services" are a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers, or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are in our service area when you have an urgent need for care?

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible, and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

We know that sometimes it's difficult to know what type of care you need. That's why we have telephone advice nurses available to assist you. Our advice nurses are registered nurses specially trained to help assess medical symptoms and provide advice over the phone, when medically appropriate. Whether you are calling for advice or to make an appointment, you can speak to an advice nurse. They can often answer questions about a minor concern, tell you what to do if a network facility is closed, or advise you about what to do next, including making a same-day urgent care appointment for you if it's medically appropriate.

To speak with an advice nurse or make an appointment, please refer to your **Provider Directory** for appointment and advice telephone numbers.

What if you are outside our service area when you have an urgent need for care?

When you are outside the service area and cannot get care from a network provider, we will cover urgently needed services that you get from any provider. The High Option and Standard

Option plans cover urgently needed services anywhere in the world. For both Basic plans, coverage is limited to the United States and its territories.

Section 3.3 Getting care during a disaster

If the governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from us.

Please visit the following website—kp.org—for information on how to obtain needed care during a disaster.

Generally, during a disaster, we will allow you to obtain care from out-of-network providers at in-network cost-sharing.

SECTION 4. What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay our share of the cost for covered services

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 5, "Asking us to pay our share of a bill you have received for covered medical services," for information about what to do.

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost

Our plan covers all medical services that are medically necessary, listed in the Medical Benefits Chart (this chart is in Chapter 4 of this booklet), and obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by Original Medicare or are not covered by our plan. Also you will be responsible for payment if you obtain a plan service that was, obtained out-of-network and was not authorized. You have the right to seek care from any provider that is qualified to treat Medicare members. However, Original Medicare pays your claims and you must pay your cost-sharing.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has more information about what to do if you want a coverage decision from us or want to appeal a decision we have already made. You may also call Member Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service, unless the plan offers, as a covered supplemental benefit, coverage beyond Original Medicare's limits. Any amounts you pay after the benefit has been exhausted will not count toward the out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

SECTION 5. How are your medical services covered when you are in a "clinical research study"?

Section 5.1 What is a "clinical research study"?

A clinical research study (also called a "clinical trial") is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has not approved, you will be responsible for paying all costs for your participation in the study.

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study and you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do not need to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do not need to be part of our plan's network of providers.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

Here is why you need to tell us:

- We can let you know whether the clinical research study is Medicare-approved.
- We can tell you what services you will get from clinical research study providers instead of from our plan.

If you plan on participating in a clinical research study, contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 5.2 When you participate in a clinical research study, who pays for what?

Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

Original Medicare pays most of the cost of the covered services you receive as part of the study.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will not pay for the new item or service that the study is testing, unless Medicare would cover the item or service even if you were not in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

Do you want to know more?

You can get more information about joining a clinical research study by reading the publication "Medicare and Clinical Research Studies" on the Medicare website (<http://www.medicare.gov>). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution"

Section 6.1 What is a religious nonmedical health care institution?

A religious nonmedical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility care. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious nonmedical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (nonmedical health care services). Medicare will only pay for nonmedical health care services provided by religious nonmedical health care institutions.

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan?

To get care from a religious nonmedical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is "non-excepted."

- "Non-excepted" medical care or treatment is any medical care or treatment that is voluntary and not required by any federal, state, or local law.
- "Excepted" medical treatment is medical care or treatment that you get that is not voluntary or is required under federal, state, or local law.

To be covered by our plan, the care you get from a religious nonmedical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to nonreligious aspects of care.
- If you get services from this institution that are provided to you in your home, we will cover these services only if your condition would ordinarily meet the conditions for coverage of services given by home health agencies that are not religious nonmedical health care institutions.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
 - ◆ You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
 - ◆ – *and* – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

Note: Covered services are subject to the same limitations and cost-sharing required for services provided by network providers as described in Chapters 4 and 10.

SECTION 7. Rules for ownership of durable medical equipment

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment includes items such as oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a provider for use in the home. Certain items, such as prosthetics, are always owned by the member. In this section, we discuss other types of durable medical equipment that must be rented.

In Original Medicare, people who rent certain types of durable medical equipment own the equipment after paying copayments for the item for 13 months. As a member of our plan, however, you usually will not acquire ownership of rented durable medical equipment items no matter how many copayments you make for the item while a member of our plan. Under certain

limited circumstances we will transfer ownership of the durable medical equipment item. Call Member Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

What happens to payments you have made for durable medical equipment if you switch to Original Medicare?

If you switch to Original Medicare after being a member of our plan and you did not acquire ownership of the durable medical equipment item while in our plan, you will have to make 13 new consecutive payments for the item while in Original Medicare in order to acquire ownership of the item. Your previous payments while in our plan do not count toward these 13 consecutive payments.

If you made payments for the durable medical equipment item under Original Medicare before you joined our plan, these previous Original Medicare payments also do not count toward the 13 consecutive payments. You will have to make 13 consecutive payments for the item under Original Medicare in order to acquire ownership. There are no exceptions to this case when you return to Original Medicare.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay)

SECTION 1. Understanding your out-of-pocket costs for covered services 35

- Section 1.1 Types of out-of-pocket costs you may pay for your covered services 35
- Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?..... 35
- Section 1.3 Our plan does not allow providers to "balance bill" you 36

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay 37

- Section 2.1 Your medical benefits and costs as a member of our plan..... 37

SECTION 3. What services are not covered by our plan? 85

- Section 3.1 Services we do *not* cover (exclusions) 85

SECTION 1. Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. It includes a Medical Benefits Chart that lists your covered services and shows how much you will pay for each covered service as a member of our plan. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services. In addition, please see Chapters 3, 9, and 10 for additional coverage information, including limitations (for example, coordination of benefits, durable medical equipment, home health care, skilled nursing facility care, and third party liability).

Also, be sure to read the Amendment titled "What You Need to Know – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices" for more information about your additional coverage.

Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- A "**copayment**" is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your copayments.)
- "**Coinsurance**" is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service, unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your coinsurance.)

Some people qualify for state Medicaid programs to help them pay their out-of-pocket costs for Medicare. These "Medicare Savings Programs" include the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), and Qualified Disabled & Working Individuals (QDWI) programs. If you are enrolled in one of these programs, you may still have to pay a copayment for the service, depending upon the rules in your state.

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?

There is a limit to how much you have to pay out-of-pocket each year for in-network medical services that are covered under Medicare Part A and Part B (see the Medical Benefits Chart in Section 2 below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of our plan, the most you will have to pay out-of-pocket for in-network covered Part A and Part B services in 2016 is **\$3,400** for High Option plan members, **\$5,500** for Standard Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members. The amounts you pay for copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premiums do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk (*) in the Medical Benefits Chart.

If you reach the maximum out-of-pocket amount of **\$3,400** for High Option plan members, **\$5,500** for Standard Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members, you will not have to pay any out-of-pocket costs for the rest of the year for in-network covered Part A and Part B services. However, you must continue to pay your plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 1.3 Our plan does not allow providers to "balance bill" you

As a member of our plan, an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don't pay certain provider charges. Here is how this protection works:

- If your cost-sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost-sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends upon which type of provider you see:
 - ◆ If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate (as determined in the contract between the provider and our plan).
 - ◆ If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
 - ◆ If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for nonparticipating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
- If you believe a provider has "balance billed" you, call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of our plan

The Medical Benefits Chart on the following pages lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare-covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) must be medically necessary. "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered by our plan. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
 - ◆ If you get Medicare-covered services from an out-of-network provider and we do not cover the services, Original Medicare will cover the services. For any services covered by Original Medicare instead of our plan, you must pay Original Medicare's cost-sharing amounts.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in our plan's network. This is called giving you a "referral." Chapter 3 provides more information about getting a referral and the situations when you do not need a referral.
- Some of the services listed in the Medical Benefits Chart are covered only if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from us. Covered services that need approval in advance are marked in the Medical Benefits Chart with a footnote (†). In addition, see Section 2.2 in this chapter and Chapter 3, Section 2.3, for more information about prior authorization, including other services that require prior authorization that are not listed in the Medical Benefits Chart.

Other important things to know about our coverage:

- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay more in our plan than you would in Original Medicare. For others, you pay less. (If you want to know more about the coverage and costs of Original Medicare, look in your **Medicare & You** 2016 handbook. View it online at <http://www.medicare.gov> or ask for a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.)

- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.

Sometimes Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2016, either Medicare or our plan will cover those services.

 You will see this apple next to the preventive services in the Medical Benefits Chart.

Note: The Medical Benefits Chart below describes the medical benefits of the following Kaiser Permanente Medicare Plus plans:

- **High Option.**
- **Standard Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

Medical Benefits Chart

Services that are covered for you	What you must pay when you get these services
<p> Abdominal aortic aneurysm screening</p> <p>A one-time screening ultrasound for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for this preventive screening.</p>
<p>Ambulance services</p> <ul style="list-style-type: none"> • Covered ambulance services include fixed wing, rotary wing, and ground ambulance services to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by our plan. • †Nonemergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. 	<p>You pay the following per one-way trip, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$375 for Basic Option or Basic Part B Only Option plan members.
<p> Annual routine physical exams for High Option and Standard Option plans</p> <p>Routine physical exams are covered if the exam is medically appropriate preventive care in accord with generally accepted professional standards of practice. This exam is covered once every 12 months.</p> <ul style="list-style-type: none"> • Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>There is no coinsurance, copayment, or deductible for this preventive care for High Option or Standard Option plan members.</p>
<p> Annual wellness visit</p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Note: Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a "Welcome to Medicare" visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>	
<p> Bone mass measurement†</p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
<p> Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39. • One screening mammogram every 12 months for women age 40 and older. • Clinical breast exams once every 24 months. 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p>Cardiac rehabilitation services†</p> <p>Comprehensive programs for cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's referral. Our plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p> <p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease.</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating well.</p>	
<p> Cardiovascular disease testing†</p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every five years (60 months).</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years.</p>
<p> Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical cancer or have had an abnormal Pap test and are of childbearing age: one Pap test every 12 months. 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>
<p>Chiropractic services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • We cover only manual manipulation of the spine to correct subluxation. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<p> Colorectal cancer screening</p> <ul style="list-style-type: none"> • For people 50 and older, the following are covered: <ul style="list-style-type: none"> ◆ Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months. ◆ Fecal occult blood test, every 12 months. • For people at high risk of colorectal cancer, we cover a screening colonoscopy (or screening barium enema as an alternative) every 24 months. • For people not at high risk of colorectal cancer, we cover a screening colonoscopy every 10 years (120 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>months), but not within 48 months of a screening sigmoidoscopy.</p>	
<p>Dental services for High and Standard plans*†</p> <ul style="list-style-type: none"> In general, preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are not covered by Original Medicare. However, for High Option or Standard Option plan members, we cover preventive and comprehensive dental care when provided by a participating dental provider as described at the end of this chart under "Dental benefits and fee schedule for High Option or Standard Option plan members" (please refer to that section for details about preventive and comprehensive dental coverage). Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Refer to "Dental benefits and fee schedule" at the end of the Medical Benefits Chart for cost-sharing information for High Option or Standard Option plan members.</p>
<ul style="list-style-type: none"> Accidental dental services: Prompt repair, but not replacement, of sound natural teeth within one year of the accident, when services begin within 60 days of the injury. Note: Injuries incurred while eating or chewing are not covered. <p>Limitations:</p> <ul style="list-style-type: none"> For Maryland or D.C. residents, Health Plan pays up to a \$2,000 maximum benefit per accident (this limit does not apply to residents of Virginia). Services must be provided by a plan provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$20 for High Option plan members. \$40 for Standard Option plan members. \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Depression screening</p> <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>
<p> Diabetes screening</p> <p>We cover this screening (includes fasting glucose tests) if you have any of the following risk factors: high blood pressure (hypertension), history of abnormal cholesterol and triglyceride levels (dyslipidemia), obesity, or a history</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered diabetes screening tests.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>most recent list of suppliers is available on our website at kp.org.</p> <p>You may also obtain any medically necessary durable medical equipment from any supplier that contracts with fee-for-service Medicare (Original Medicare). However, if our plan does not contract with this supplier, you will have to pay the cost-sharing under fee-for-service Medicare.</p>	
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <ul style="list-style-type: none"> • High Option and Standard Option plan members have worldwide emergency care coverage. • Basic Option and Basic Part B Only Option plan members have coverage while inside the United States and its territories. 	<p>\$75 per Emergency Department visit.</p> <p>This copayment does not apply if you are admitted directly to the hospital as an inpatient within 48 hours (it does apply if you are admitted as anything other than an inpatient; for example, it does apply if you are admitted for observation).</p> <p>†If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by our plan and your cost is the cost-sharing you would pay at a network hospital.</p>
<ul style="list-style-type: none"> • For High Option and Standard Option plan members, outpatient prescription drugs prescribed and provided outside the United States as part of covered emergency care are covered. 	<ul style="list-style-type: none"> • For High Option or Standard Option plan members, you pay the following for outpatient prescription drugs up to a 30-day supply: <ul style="list-style-type: none"> ◆ Generic drug: \$33. ◆ Brand-name drug: \$95. • Not covered for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p> Health and wellness education programs for High and Standard plans</p> <p>These are programs focused on clinical health conditions such as hypertension, cholesterol, asthma, and special diets. Programs are designed to enrich the health and lifestyles of members include weight management, fitness, and stress management classes at Kaiser Permanente medical centers. They include online recipes, information on a variety of health topics, a health encyclopedia, a drug encyclopedia, online health calculators which help members check their progress to better health, walking, and weight control programs. We offer healthy living seminars conducted by health care professionals, physical activity programs, and health fair activities including preventive care screenings and services that involve working with Kaiser Permanente representatives to complete and review total health assessments. Access to this information as well as online sign-up for classes available in your area can be found at kp.org/myhealth after selecting your region.</p>	<ul style="list-style-type: none"> • No charge for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Part B Only Option plan members.
<p>Hearing services†</p> <ul style="list-style-type: none"> • Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> HIV screening</p> <ul style="list-style-type: none"> • For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover one screening exam every 12 months. • For women who are pregnant, we cover up to three screening exams during a pregnancy. 	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered preventive HIV screening.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Home health agency care†</p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none">• Part-time or intermittent skilled nursing and home health aide services. To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week.• Physical therapy, occupational therapy, and speech therapy.• Medical and social services.• Medical equipment and supplies.	<p>No charge.</p> <p>Note: There is no cost -sharing for home health care services and items provided in accord with Medicare guidelines. However, the applicable cost-sharing listed elsewhere in this Medical Benefits Chart will apply if the item is covered under a different benefit; for example, durable medical equipment not provided by a home health agency.</p>
<p>Hospice care for members with Medicare Parts A and B</p> <p>You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have six months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none">• Drugs for symptom control and pain relief.• Short-term respite care.• Home care. <p>*For hospice services and services that are covered by Medicare Part A or B and are related to your terminal prognosis: Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.</p>	<p>When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not our plan.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need nonemergency, non–urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network:</p> <ul style="list-style-type: none"> • If you obtain the covered services from a network provider, you only pay the plan cost-sharing amount for in-network services. • *If you obtain the covered services from an out-of-network provider, you pay the cost-sharing under Fee-for-Service Medicare (Original Medicare). <p>Note: If you need nonhospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services. Getting your nonhospice care through our network providers will lower your share of the costs for the services.</p>	
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$35 for Basic Option plan members.
<p>Hospice care for members with Medicare Part B only (Basic Part B Only plan)</p> <ul style="list-style-type: none"> • Our plan, rather than Original Medicare, covers hospice care for members who do not have Medicare Part A. Members must receive hospice services from network providers. 	<p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<ul style="list-style-type: none"> • \$35 per visit.
<p> Immunizations</p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> • Pneumonia vaccine. • Flu shots, once a year in the fall or winter. • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B. • Other vaccines if you are at risk and they meet Medicare Part B coverage rules. <hr/> <p>In addition, we cover the following routine immunization endorsed by the Centers for Disease Control and Prevention (CDC) that is not covered by Medicare Part B:</p> <ul style="list-style-type: none"> • Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under childhood immunizations). 	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines.</p> <p>No charge.</p>
<p>Infertility services for High Option and Standard Option plan members †</p> <p>Medically necessary services only.</p> <ul style="list-style-type: none"> • Infertility services are not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Inpatient You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members. • \$675 for Standard Option plan members. <p>Outpatient surgery You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Office visits You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. <p>Related prescription drugs:</p> <ul style="list-style-type: none"> • 50% coinsurance.
<p>Inpatient hospital care† Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>For High Option or Standard Option plan members, there is no limit to the number of medically necessary hospital days or services that are generally and customarily provided by acute care general hospitals.</p> <p>For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Regular nursing services. • Costs of special care units (such as intensive care or coronary care units). • Drugs and medications. • Lab tests. • X-rays and other radiology services. • Necessary surgical and medical supplies. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>†If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<ul style="list-style-type: none"> • Use of appliances, such as wheelchairs. • Operating and recovery room costs. • Physical, occupational, and speech language therapy. • Inpatient substance abuse services for medical management of withdrawal symptoms associated with substance abuse (detoxification). • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are at a distant location, you may choose to go locally or distant as long as the local transplant providers are willing to accept the Original Medicare rate. If we provide transplant services at a distant location (outside of the service area) and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Physician services. 	<p>sharing you would pay at a network hospital.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Note: To be an "inpatient," your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>(1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Inpatient mental health care†</p> <p>Covered services include mental health care services that require a hospital stay.</p> <ul style="list-style-type: none"> • We cover up to 190-days per lifetime for inpatient stays in a Medicare-certified psychiatric hospital. The number of covered lifetime hospitalization days is reduced by the number of inpatient days for mental health treatment previously covered by Medicare in a psychiatric hospital. • The 190-day limit does not apply to mental health stays in a psychiatric unit of a general hospital. • For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Inpatient services covered during a noncovered inpatient stay†</p> <p>If you have exhausted your inpatient mental health or skilled nursing facility (SNF) benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient or SNF stay. However, in some cases, we will cover certain services you receive while you are in the hospital or SNF.</p> <p>Covered services include, but are not limited to:</p>	<p>You pay the following for covered outpatient services and other items covered under Medicare Part B depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> Physician services. Radium and isotope therapy, including technician materials and services 	<ul style="list-style-type: none"> \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> Physical therapy, speech therapy, and occupational therapy 	<ul style="list-style-type: none"> \$20 per visit for High Option plan members. \$40 per visit for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> Diagnostic tests (like lab tests). X-rays. 	<p>No charge.</p>
<ul style="list-style-type: none"> Surgical dressings. Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices. Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes (including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition). 	<p>20% coinsurance.</p>
<p>Medical foods Coverage is provided for medical foods and modified food products.</p>	<p>25% coinsurance.</p>
<p> Medical nutrition therapy† This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered medical nutrition therapy services.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>We cover three hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare health plan, or Original Medicare), and two hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew his or her referral yearly if your treatment is needed into the next calendar year.</p>	
<p>Medicare Part B prescription drugs</p> <p>These drugs are covered under Part B of Original Medicare. No charge. Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services. • Certain oral anti-cancer drugs and anti-nausea drugs. • Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa). • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug. 	
<ul style="list-style-type: none"> • Drugs you take using durable medical equipment (such as nebulizers) that were authorized by our plan. • Clotting factors you give yourself by injection if you have hemophilia. • Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant. • Antigens. • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases. 	<p>For all other Medicare Part B prescription drugs, you pay the following, depending upon the plan in which you are enrolled and the type of pharmacy and drug:</p> <p>Network pharmacy located at a Kaiser Permanente facility or our mail order pharmacy up to a 30-day supply with preferred cost-sharing</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$15 for High Option or Standard Option plan members. ◆ \$17 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$42 for High Option or Standard Option plan members. ◆ \$45 for Basic Option or Basic Part B Only Option plan members. <p data-bbox="998 926 1485 1031">Network pharmacy (an affiliated pharmacy) up to a 30-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$20 for High Option or Standard Option plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$47 for High Option or Standard Option plan members. ◆ \$50 for Basic Option or Basic Part B Only Option plan members. <p data-bbox="998 1612 1485 1682">Mail-order pharmacy up to a 90-day supply</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$30 for High Option or Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$84 for High Option or Standard Option plan members. ◆ \$90 for Basic Option or Basic Part B Only Option plan members. <p style="background-color: #e0e0e0; padding: 2px;">Network pharmacy up to a 90-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$45 for High Option or Standard Option plan members. ◆ \$51 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$126 for High Option or Standard Option plan members. ◆ \$135 for Basic Option or Basic Part B Only Option plan members. <p style="background-color: #e0e0e0; padding: 2px;">Network pharmacy up to a 90-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$60 for High Option or Standard Option plan members. ◆ \$102 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs:

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$141 for High Option or Standard Option plan members. ◆ \$150 for Basic Option or Basic Part B Only Option plan members.
<p>Morbid obesity[†]</p> <p>We cover diagnosis and treatment of morbid obesity that is recognized by the National Institutes of Health and is consistent with guidelines approved by the National Institutes of Health. BMI means a practical marker that is used to assess the degree of obesity and is calculated by dividing the weight in kilograms divided by height in meters squared.</p> <p>You must be at least 18 years of age or older and have either:</p> <ul style="list-style-type: none"> • A body mass index (BMI) of 50 or greater or • A BMI of 35 up to 49.9 when a combination of the following severe or life threatening conditions are also present: <ul style="list-style-type: none"> ◆ Sleep apnea. ◆ Diabetes. ◆ Degenerative joint disease of weight-bearing joints. ◆ Hypertension. ◆ Congestive heart failure and/or cardiomyopathy. ◆ Other severe or life threatening conditions directly related to obesity, when recommended by your plan provider. <p>Note: You will need to meet the above qualifications before your plan provider will refer you to our bariatric surgery program. This program may refer you to other plan providers to determine if you meet the additional criteria necessary for bariatric surgery, including nutritional, psychological, medical and social readiness for surgery. Final approval for surgical treatment will be required from the plan-designated physician.</p>	<p>Inpatient</p> <p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Office visits</p> <p>You pay the following, depending upon the plan in which you are enrolled:</p>

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies†</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays. • Laboratory tests. • Electrocardiograms and electroencephalograms. • Blood – including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Radiation (radium and isotope) therapy, including technician materials and supplies. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$60 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Surgical supplies, such as dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Interventional radiology. • Other outpatient diagnostic tests. <ul style="list-style-type: none"> ◆ Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. 	<p>You pay the following per procedure, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option plan members. • \$100 for Standard Option plan members. • 20% coinsurance for Basic Option or Basic Part B Only plan members.
<p>Outpatient hospital services†</p> <p>We cover medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery. 	<p>Emergency Department</p> <ul style="list-style-type: none"> • \$75 per visit. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • X-rays and other radiology services billed by the hospital. • Laboratory tests billed by the hospital. • Blood transfusion (administration). • Certain drugs and biologicals that you can't give yourself. 	<p>No charge when received as part of the outpatient visit.</p>
<ul style="list-style-type: none"> • Medical supplies such as splints and casts. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Certain screenings and preventive services. 	<p>No charge for preventive services that are covered at no cost under Original Medicare.</p>
<ul style="list-style-type: none"> • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it. 	<p>You pay the following per day, for partial hospitalization depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$55 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Dental anesthesia and related hospital or ambulatory facility charges are covered when provided in conjunction with dental care to a member who is: <ul style="list-style-type: none"> ◆ seven years of age or younger or is developmentally disabled; and ◆ an individual for whom a successful result cannot be expected from care provided under local anesthesia because of a physical, intellectual, or other medically compromising condition; and ◆ an individual for whom a superior result can be expected from dental care provided under general anesthesia; or ◆ an extremely uncooperative, fearful, or uncommunicative child who is 17 years of age or younger with dental needs of such magnitude that treatment should not be delayed or deferred; and 	<p>Outpatient surgery</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Note: If the procedure results in a situation that requires hospitalization and you are admitted as an inpatient, the cost-sharing for inpatient care would also apply</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> ◆ an individual for whom lack of treatment can be expected to result in oral pain, infection, loss of teeth, or other increased oral or dental morbidity; or ◆ an adult age 17 and older when the Member's medical condition (e.g., heart disease, hemophilia) requires that dental service be performed in a hospital or ambulatory surgical center for the safety of the member. 	<p>(see "Inpatient hospital care" section in this Medical Benefits Chart for cost-sharing information).</p>
<p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Outpatient mental health care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient rehabilitation services†</p> <ul style="list-style-type: none"> • Covered services include: physical therapy, occupational therapy, and speech language therapy. • Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).</p>	<ul style="list-style-type: none"> • \$40 for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<p>Outpatient substance abuse services† Treatment for substance abuse is covered if medically necessary and reasonable for the patient's condition.</p>	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers†</p> <p>Note: If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p>Partial hospitalization services†</p> <p>"Partial hospitalization" is a structured program of active psychiatric treatment, provided in a hospital outpatient setting or by a community mental health center that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.</p> <p>Note: Because there are no community mental health centers in our network, we cover partial hospitalization only in a hospital outpatient setting.</p>	<p>You pay the following per day, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$55 for Basic Option or Basic Part B Only Option plan members.
<p>Physician/practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location. • †Consultation, diagnosis, and treatment by a specialist. • †Basic hearing and balance exams performed by a PCP or specialist, if your doctor orders it to see if you need medical treatment. • Second opinion by another network provider prior to surgery. • †Nonroutine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician). • †Family planning and consultation services. • Allergy consultations and evaluations†. • †Allergy testing and treatment. • †Allergy injections. • House calls. • Postpartum care. • †Prenatal care. <hr/> <ul style="list-style-type: none"> • Allergy serum. • For High Option and Standard Option plans, interactive video visits for professional services when care can be provided in this format as determined by a plan provider. • For High Option and Standard Option plans, scheduled telephone appointment visits for professional 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>services when care can be provided in this format as determined by a plan provider.</p> <ul style="list-style-type: none"> ◆ Interactive video and scheduled telephone appointment visits are not covered for Basic Option or Basic Part B Only Option plan members 	
<p>Podiatry services[†]</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). • Routine foot care for members with certain medical conditions affecting the lower limbs. 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam. • Prostate Specific Antigen (PSA) test. 	<p>There is no coinsurance, copayment, or deductible for an annual digital rectal exam or PSA test.</p>
<p>Prosthetic devices and related supplies[†]</p> <p>Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to:</p>	<ul style="list-style-type: none"> • 20% coinsurance for external prosthetic or orthotic devices and

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery (see "Vision care" later in this section for more detail).</p>	<p>supplies, including wound care supplies.</p> <ul style="list-style-type: none"> • No charge for surgically implanted internal devices.
<p>Pulmonary rehabilitation services</p> <p>Comprehensive programs for pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Screening and counseling to reduce alcohol misuse</p> <p>We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p> <p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling to prevent STIs preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to two individual 20- to 30-minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>	
<p>Services to treat kidney disease and conditions†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments). • Home dialysis equipment and supplies. • Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply). 	<p>No charge.</p>
<ul style="list-style-type: none"> • Outpatient dialysis treatments. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option or Standard Option, plan members. • \$30 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care). 	<p>No additional charge for services received during a hospital stay. Refer to the "Inpatient hospital care" section of this Medical</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B drugs, please go to the section called "Medicare Part B prescription drugs."</p>	<p>Benefits Chart for the cost-sharing applicable to inpatient stays.</p>
<p>Skilled nursing facility (SNF) care† (For a definition of "skilled nursing facility care," see Chapter 10 of this booklet. Skilled nursing facilities are sometimes called "SNFs.")</p> <p>We cover up to 100 days per benefit period of skilled inpatient services in a skilled nursing facility in accord with Medicare guidelines (a prior hospital stay is not required).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Skilled nursing services. • Physical therapy, occupational therapy, and speech therapy. • Drugs administered to you as part of your plan of care (this includes substances that are naturally present in the body, such as blood clotting factors). • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Medical and surgical supplies ordinarily provided by SNFs. • Laboratory tests ordinarily provided by SNFs. • X-rays and other radiology services ordinarily provided by SNFs. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for days 1–20 for all plans. • \$110 per day, for days 21–100 for High Option plan members. • \$150 per day, for days 21–100 for Standard Option plan members. • \$160 per day, for days 21–100 for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Use of appliances such as wheelchairs ordinarily provided by SNFs. • Physician/practitioner services. 	
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</p> <p>If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost-sharing. Each counseling attempt includes up to four face-to-face visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p>Urgently needed services</p> <p>Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <ul style="list-style-type: none"> • Inside our service area: You must obtain urgent care from network providers, unless our provider network is temporarily unavailable or inaccessible due to an unusual and extraordinary circumstance (for example, major disaster). • Outside our service area: You have urgent care coverage when you travel if you need medical attention right away for an unforeseen illness or injury and you reasonably believed that your health would seriously deteriorate if you delayed treatment until you returned to our service area. • High Option and Standard Option plan members have worldwide urgent care coverage. 	<p>Office visits You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$65 for Basic Option or Basic Part B Only Option plan members. <p>Emergency Department \$75 per Emergency Department visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Basic Option and Basic Part B Only Option plan members have urgent care coverage while inside the United States and its territories. <p>See Chapter 3, Section 3, for more information.</p>	
<p>Vision care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. However, for High Option and Standard Option plans, we cover routine eye exams (eye refraction exams) to determine the need for vision correction and to provide a prescription for eyeglass lenses. <ul style="list-style-type: none"> ◆ (Routine eye exams are not covered under either Basic plan.) 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members (except that routine eye exams are not covered).
<ul style="list-style-type: none"> • 🍏 For people who are at high risk of glaucoma, such as people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older: glaucoma screening once per year. 	<p>No charge.</p>
<ul style="list-style-type: none"> • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) • Corrective lenses/frames (and replacements) needed after a cataract removal without a lens implant. • Note: Members may request insertion of presbyopia-correcting intraocular lenses (IOLs) in place of a conventional IOL following cataract surgery. The member is responsible for payment of that portion of the charge for the IOL and associated services that exceed 	<p>20% coinsurance.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>the charge for insertion of a conventional IOL following cataract surgery.</p>	
<p>*Additional eyewear benefits for High Option, Standard Option, members:</p> <ul style="list-style-type: none"> • Eye-glass lenses: Regular eye-glass lenses, including add-ons. Regular eye-glass lenses are any lenses with a refractive value or a balance lens if only one eye needs correction. • Eye-glass frames: Eye-glass frames, including the mounting of eye-glass lenses in the frame, original fitting of the frames, and subsequent adjustment. • Contact lenses: Coverage for the initial purchase of contact lenses only for the first time you are examined for contact lenses at a Kaiser Permanente facility. This discount includes: Fitting of contact lenses, initial pair of lenses, training for the insertion and removal of contact lens, and three months of follow-up visits. 	<ul style="list-style-type: none"> • 75% of Plan Charges per calendar year for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Option B Only plan members. • 85% of Plan Charges per calendar year for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Option B Only plan members.
<p> "Welcome to Medicare" preventive visit</p> <p>Our plan covers the one-time "Welcome to Medicare" preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p>Important: We cover the "Welcome to Medicare" preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" preventive visit.</p>	<p>There is no coinsurance, copayment, or deductible for the "Welcome to Medicare" preventive visit.</p>
<p>Note: Refer to Chapter 1 (Section 7) and Chapter 9 for information about coordination of benefits that applies to all covered services described in this Medical Benefits Chart.</p>	
<p>Dental benefits and fee schedule for High Option and Standard Option plan members*†</p> <p>Note: Dental benefits are not covered for Basic Option or Basic Option B Only plan members.</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
General terms and conditions	
<ul style="list-style-type: none">• Subject to the terms, conditions, limitations, and exclusions specified in this Kaiser Permanente Medicare Plus Evidence of Coverage including Chapter 10, "Definitions of Important Words," you may receive Covered Dental Services from Participating Dental Providers.• Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. has entered into an Agreement with Dental Administrator to provide Covered Dental Services through Participating Dental Providers.• Only the dental procedures listed in the dental fee schedule below are covered dental services. When you receive any of the listed procedures from a Participating Dental Provider, you will pay the fee listed for that service. The Participating Dental Provider has agreed to accept that fee as payment in full for that procedure. Neither Kaiser Permanente nor Dental Administrator is liable for payment of these fees or for any fees incurred as the result of receipt of a non-Covered Dental Service.• You will receive a list of Participating Dental Providers from the Health Plan or Dental Administrator. You should select a Participating Dental Provider "general dentist" from whom you and your family members will receive Covered Preventive Dental Services and other Covered Dental Services. Family members may use different Participating Dental Providers. Specialty care is also available should that be required; however, you must be referred to a Participating Dental Provider specialist by your general dentist. Your fees are usually higher for care received by a specialist. Please refer to the attached dental fee schedule for those discounted fees.• You may obtain a list of Participating Dental Providers by contacting Dental Administrator or our Member Services Department at the following numbers:<ul style="list-style-type: none">♦ Within the Washington, D.C. Metropolitan Service Area: 1-888-777-5536. Seven days a week, 8 a.m. to 8 p.m.♦ Outside the Washington, D.C. Metropolitan Service Area: (toll free) 1-888-777-5536. TTY users call 711.• Dental Administrator (DOMINION Dental Services USA, Inc.): Health Plan has entered into an agreement with DOMINION Dental Services USA, Inc. to provide Covered Dental Services as described in this section. For assistance concerning dental coverage questions, or for help finding a Participating Dental Provider, DOMINION Member Services specialists are available Monday through Friday from 7:30 a.m. to 6:00 p.m., or you may call the following numbers:<ul style="list-style-type: none">♦ Within the Washington, D.C. Metropolitan Service Area: 703-518-5338.♦ Outside the Washington, D.C. Metropolitan Service Area (toll free): 1-888-518-5338.♦ TTY users call 1-800-688-4889. Hearing impaired members may also use the Internet at www.IP-RELAY.com• DOMINION's Integrated Voice Response System is available 24 hours a day for information about Participating Dental Providers in your area, or to help you select a Participating Dental	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Provider. The most up-to-date list of Participating Dental Providers can be found at the following website: www.dominiondental.com/Kaiserdentists</p> <ul style="list-style-type: none"> • DOMINION also provides many other secure features online at www.dominiondental.com. 	
<p>Dental emergencies outside the service area*</p> <p>When a dental emergency occurs outside the service area, Dental Administrator will reimburse you for the reasonable charges for Covered Dental Services that may be provided, less any discounted fee, upon proof of payment, not to exceed \$50 per incident. Coverage is provided for emergency dental treatment as may be required to alleviate pain, bleeding, or swelling. You must receive all post-emergency care from a Participating Dental Provider.</p>	
<p>Discounted schedule of fees \$30 preventive plan</p> <p>Procedures not shown in this list are not covered. Refer to the description of your dental benefit for a complete description of the terms and conditions of your covered benefit.</p> <p>Fees quoted in the "You pay to Dentist" column apply only when performed by a participating general dentist. If specialty care is required, your general dentist must refer you to a participating specialist.</p> <p>FC \$30: You pay a combined fixed copayment of \$30 for any visit during which one or more of the following procedures are performed: (a) an oral exam (D0120, D0140, D0150, D0170 or D0180); (b) X-rays (D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0273, D0274, D0277, D0340 or D0350); (c) a pulp vitality test (D0460); (d) a diagnostic cast (D0470); (e) a routine cleaning (D1110); (f) fluoride application (D1206 or D1208); or (g) you are given oral hygiene instructions (D1310, D1320 or D1330). You pay a separate fee for any other procedure performed.</p> <p>Coverage for periodic oral exams, prophylaxes (cleanings) and fluoride applications is limited to two times per plan year.</p>	

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
Diagnostic Services			
D0120	Periodic oral evaluation	FC \$30	Not covered
D0140	Limited oral evaluation - problem focused	FC \$30	Not covered
D0150	Comprehensive oral evaluation - new or established patient	FC \$30	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D0170	Re-evaluation - limited, problem focused	FC \$30	Not covered
D0180	Comprehensive periodontal evaluation - new or established patient - not in conjunction with D0150 and limited to once per 18 months	FC \$30	Not covered
D0210	Intraoral - complete series (including bitewings)	\$54	\$69
D0220	Intraoral - periapical first film	FC \$30	\$14
D0230	Intraoral - periapical each additional film	FC \$30	\$11
D0240	Intraoral - occlusal film	FC \$30	\$21
D0250	Extraoral - first film	FC \$30	\$26
D0260	Extraoral - each additional film	FC \$30	\$22
D0270	Bitewing - single film	FC \$30	\$14
D0272	Bitewings - two films	FC \$30	\$21
D0273	Bitewings - three films	FC \$30	\$28
D0274	Bitewings - four films	FC \$30	\$31
D0277	Vertical bitewings - 7 to 8 films	FC \$30	\$47
D0330	Panoramic film	\$43	\$55
D0340	Cephalometric film	FC \$30	\$55
D0350	Oral/facial photographic images	FC \$30	\$29
D0460	Pulp vitality tests	FC \$30	\$35
D0470	Diagnostic casts (not in conjunction with Orthodontics)	FC \$30	Not covered
Preventive Services			
D1110	Prophylaxis (cleaning) - adult	FC \$30	Not covered
D1110*	Additional cleaning – beyond benefit limitation	\$40	\$40

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D1206	Topical fluoride varnish for moderate/high risk caries patients	FC \$30	Not covered
D1208	Topical application of fluoride	FC\$30	Not covered
D1310	Nutritional counseling for control of dental disease	FC \$30	Not covered
D1320	Tobacco counseling for control and prev. of oral disease	FC \$30	Not covered
D1330	Oral hygiene instructions	FC \$30	Not covered
D1352	Prev resin rest. mod/high caries risk – perm. tooth	\$30	Not covered
Restorative Services			
D2140	Amalgam - one surface, primary or permanent	\$68	Not covered
D2150	Amalgam - two surfaces, primary or permanent	\$88	Not covered
D2160	Amalgam - three surfaces, primary or permanent	\$105	Not covered
D2161	Amalgam - four or more surfaces, primary or permanent	\$126	Not covered
D2330	Resin-based composite - one surface, anterior	\$83	Not covered
D2331	Resin-based composite - two surfaces, anterior	\$105	Not covered
D2332	Resin-based composite - three surfaces, anterior	\$129	Not covered
D2335	Resin-based composite - four or more surfaces or involving incisal angle (anterior)	\$163	Not covered
D2390	Resin-based composite crown, anterior	\$216	Not covered
D2391	Resin-based composite - one surface, posterior	\$108	Not covered
D2392	Resin-based composite - two surfaces, posterior	\$143	Not covered
D2393	Resin-based composite - three surfaces, posterior	\$179	Not covered
D2394	Resin-based composite - four or more surfaces, posterior	\$204	Not covered
D2510	Inlay - metallic - one surface	\$493	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2520	Inlay - metallic - two surfaces	\$556	Not covered
D2530	Inlay - metallic - three or more surfaces	\$604	Not covered
D2542	Onlay – metallic - two surfaces	\$641	Not covered
D2543	Onlay – metallic - three surfaces	\$653	Not covered
D2544	Dental onlay metl 4/more surfaces	\$657	Not covered
D2610	Inlay - porcelain/ceramic - one surface	\$541	Not covered
D2620	Inlay - porcelain/ceramic - two surfaces	\$576	Not covered
D2630	Inlay - porcelain/ceramic - three or more surfaces	\$665	Not covered
D2642	Onlay - porcelain/ceramic - two surfaces	\$616	Not covered
D2643	Onlay - porcelain/ceramic - three surfaces	\$666	Not covered
D2644	Dental onlay porc 4/more surfaces	\$710	Not covered
D2650	Inlay - resin-based composite - one surface	\$498	Not covered
D2651	Inlay - resin-based composite - two surfaces	\$538	Not covered
D2652	Inlay - resin-based composite - three or more surfaces	\$699	Not covered
D2662	Onlay - resin-based composite - two surfaces	\$568	Not covered
D2663	Onlay - resin-based composite - three surfaces	\$699	Not covered
D2664	Onlay - resin-based composite - >=4 surfaces	\$662	Not covered
D2710	Crown - resin (indirect)	\$277	Not covered
D2712	Crown 3/4 resin-based composite (exclusive of veneers)	\$255	Not covered
D2720	Crown - resin with high noble metal	\$675	Not covered
D2721	Crown - resin with predominantly base metal	\$601	Not covered
D2722	Crown - resin with noble metal	\$628	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2740	Crown - porcelain/ceramic substrate	\$741	Not covered
D2750	Crown - porcelain fused to high noble metal	\$755	Not covered
D2751	Crown - porcelain fused to predominantly base metal	\$653	Not covered
D2752	Crown - porcelain fused to noble metal	\$679	Not covered
D2780	Crown - 3/4 cast high noble metal	\$724	Not covered
D2781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D2782	Crown - 3/4 cast noble metal	\$611	Not covered
D2783	Crown - 3/4 porcelain/ceramic	\$628	Not covered
D2790	Crown - full cast high noble metal	\$675	Not covered
D2791	Crown - full cast predominantly base metal	\$601	Not covered
D2792	Crown - full cast noble metal	\$628	Not covered
D2794	Crown - titanium	\$679	Not covered
D2910	Recement inlay	\$68	Not covered
D2920	Recement crown	\$68	Not covered
D2932	Prefabricated resin crown	\$254	Not covered
D2940	Sedative filling	\$77	Not covered
D2950	Core buildup, including any pins	\$172	Not covered
D2951	Pin retention - per tooth, in addition to restoration	\$40	Not covered
D2952	Cast post and core in addition to crown	\$252	Not covered
D2954	Prefabricated post and core in addition to crown	\$224	Not covered
D2955	Post removal (not in conj. with endo. therapy)	\$194	Not covered
D2970	Temporary crown (fractured tooth)	\$188	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2980	Crown repair, by report	\$138	Not covered
Endodontic Services			
D3110	Pulp cap - direct (excluding final restoration)	\$47	Not covered
D3120	Pulp cap - indirect (excluding final restoration)	\$47	Not covered
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	\$104	\$122
D3221	Pulpal debridement, prim. and perm. teeth	\$126	Not covered
D3310	Anterior (excluding final restoration)	\$439	\$505
D3320	Bicuspid (excluding final restoration)	\$525	\$604
D3330	Molar (excluding final restoration)	\$687	\$789
D3333	Internal root repair of perforation defects	Not covered	\$225
D3346	Retreatment of previous root canal therapy - anterior	Not covered	\$609
D3347	Retreatment of previous root canal therapy - bicuspid	Not covered	\$812
D3348	Retreatment of previous root canal therapy - molar	Not covered	\$1,047
D3410	Apicoectomy/periradicular surgery - anterior	\$422	\$524
D3421	Apicoectomy/periradicular surgery - bicuspid (first root)	\$471	\$655
D3425	Apicoectomy/periradicular surgery - molar (first root)	\$518	\$687
D3426	Apicoectomy/periradicular surgery (each additional root)	\$314	\$371
D3427	Periradicular surg. w/o apicoectomy	\$402	\$504
D3430	Retrograde filling - per root	\$118	\$295
D3450	Root amputation - per root	\$205	\$330

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D3920	Hemisection (including any root removal), not including root canal therapy	\$258	\$305
D3950	Canal prep/fitting of preformed dowel or post	\$154	\$216
Periodontic Services			
D4210	Gingivectomy or gingivoplasty - four or more contiguous teeth per quadrant	\$372	\$439
D4211	Gingivectomy or gingivoplasty - one to three teeth, per quadrant	\$161	\$190
D4240	Gingival flap procedure, including root planing - four or more contiguous teeth	\$479	\$566
D4241	Gingival flap procedure, including root planing - one to three teeth, per quadrant	\$121	\$239
D4260	Osseous surgery (including flap entry and closure) - four or more per quadrant	\$709	\$836
D4261	Osseous surgery (including flap entry and closure) - one to three teeth, per quadrant	\$452	\$534
D4268	Surgical revision procedure, per tooth	\$389	\$562
D4274	Distal or proximal wedge procedure	\$329	\$466
D4341	Periodontal scaling and root planing - four or more contiguous teeth or bounded teeth spaces per quadrant	\$137	\$194
D4342	Periodontal scaling and root planing - one to three teeth, per quadrant	\$99	\$117
D4355	Full mouth debridement to enable comprehensive evaluation and diagnosis	\$121	\$175
D4381	Localized delivery of chemotherapeutic agents	\$33	\$44
D4910	Periodontal maintenance	\$83	\$110
Prosthetics - Removable			

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5110	Complete denture - maxillary	\$845	Not covered
D5120	Complete denture - mandibular	\$845	Not covered
D5130	Immediate denture - maxillary	\$910	Not covered
D5140	Immediate denture - mandibular	\$910	Not covered
D5211	Maxillary partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5212	Mandibular partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5225	Maxillary partial denture	\$904	Not covered
D5226	Mandibular partial denture	\$1,004	Not covered
D5281	Removable unilateral partial denture - one piece cast metal (including clasps and teeth)	\$510	Not covered
D5410	Adjust complete denture - maxillary	\$79	Not covered
D5411	Adjust complete denture - mandibular	\$79	Not covered
D5421	Adjust partial denture - maxillary	\$79	Not covered
D5422	Adjust partial denture - mandibular	\$79	Not covered
D5510	Repair broken complete denture base	\$101	Not covered
D5520	Replace missing or broken teeth - complete denture (each tooth)	\$77	Not covered
D5610	Repair resin denture base	\$102	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5620	Repair cast framework	\$147	Not covered
D5630	Repair or replace broken clasp	\$139	Not covered
D5640	Replace broken teeth - per tooth	\$88	Not covered
D5650	Add tooth to existing partial denture	\$131	Not covered
D5660	Add clasp to existing partial denture	\$160	Not covered
D5670	Replace all teeth and acrylic on cast metal framework (maxillary)	\$559	Not covered
D5671	Replace all teeth and acrylic on cast metal framework (mandibular)	\$559	Not covered
D5710	Rebase complete maxillary denture	\$344	Not covered
D5711	Rebase complete mandibular denture	\$331	Not covered
D5720	Rebase maxillary partial denture	\$265	Not covered
D5721	Rebase mandibular partial denture	\$265	Not covered
D5730	Reline complete maxillary denture (chairside)	\$214	Not covered
D5731	Reline complete mandibular denture (chairside)	\$215	Not covered
D5740	Reline maxillary partial denture (chairside)	\$212	Not covered
D5741	Reline mandibular partial denture (chairside)	\$212	Not covered
D5750	Reline complete maxillary denture (laboratory)	\$260	Not covered
D5751	Reline complete mandibular denture (laboratory)	\$258	Not covered
D5760	Reline maxillary partial denture (laboratory)	\$250	Not covered
D5761	Reline mandibular partial denture (laboratory)	\$249	Not covered
D5810	Interim complete denture (maxillary)	\$549	Not covered
D5811	Interim complete denture (mandibular)	\$400	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5820	Interim partial denture (maxillary)	\$424	Not covered
D5821	Interim partial denture (mandibular)	\$429	Not covered
D5850	Tissue conditioning, maxillary	\$120	Not covered
D5851	Tissue conditioning, mandibular	\$121	Not covered
Prosthetics - Fixed			
D6000- D6199	ALL IMPLANT SERVICES - 15% DISCOUNT (incl. D0360-D0363 cone beam imaging w/ implants)		
D6210	Pontic - cast high noble metal	\$610	Not covered
D6211	Pontic - cast predominantly base metal	\$624	Not covered
D6212	Pontic - cast noble metal	\$586	Not covered
D6214	Pontic - titanium	\$571	Not covered
D6240	Pontic - porcelain fused to high noble metal	\$755	Not covered
D6241	Pontic - porcelain fused to predominantly base metal	\$653	Not covered
D6242	Pontic - porcelain fused to noble metal	\$679	Not covered
D6245	Pontic – porcelain/ceramic	\$741	Not covered
D6250	Pontic - resin with high noble metal	\$745	Not covered
D6251	Pontic - resin with predominantly base metal	\$707	Not covered
D6252	Pontic - resin with noble metal	\$717	Not covered
D6545	Retainer - cast metal for resin bonded fixed prosthesis	\$270	Not covered
D6548	Retainer. - porcelain/ceramic for resin bonded fixed prosthesis	\$481	Not covered
D6600	Inlay - porcelain/ceramic, two surfaces	\$400	Not covered
D6601	Inlay - porcelain/ceramic, >=3 surfaces	\$426	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D6602	Inlay - cast high noble metal, two surfaces	\$422	Not covered
D6603	Inlay - cast high noble metal, three or more surfaces	\$468	Not covered
D6604	Inlay - cast predominantly base metal, two surfaces	\$422	Not covered
D6605	Inlay - cast predominantly base metal, three or more surfaces	\$404	Not covered
D6606	Inlay - cast noble metal, two surfaces	\$384	Not covered
D6607	Inlay - cast noble metal, three or more surfaces	\$426	Not covered
D6608	Onlay -porcelain./ceramic, two surfaces	\$437	Not covered
D6609	Onlay - porcelain./ceramic, three or more surfaces	\$458	Not covered
D6610	Onlay - cast high noble metal, two surfaces	\$501	Not covered
D6611	Onlay cast high noble metal ≥ 3 surfaces	\$548	Not covered
D6612	Onlay - cast predominantly base metal, two surfaces	\$431	Not covered
D6613	Onlay - cast predominantly base metal, three or more surfaces	\$478	Not covered
D6614	Onlay - cast noble metal, two surfaces	\$454	Not covered
D6615	Onlay cast noble metal ≥ 3 surfaces	\$501	Not covered
D6624	Inlay - titanium	\$468	Not covered
D6634	Onlay - titanium	\$548	Not covered
D6720	Crown - resin with high noble metal	\$747	Not covered
D6721	Crown - resin with predominantly base metal	\$666	Not covered
D6722	Crown - resin with noble metal	\$696	Not covered
D6740	Crown – Porcelain/ceramic	\$741	Not covered
D6750	Crown - porcelain fused to high noble metal	\$639	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D6751	Crown - porcelain fused to predominantly base metal	\$571	Not covered
D6752	Crown - porcelain fused to noble metal	\$599	Not covered
D6780	Crown - 3/4 cast high noble metal	\$724	Not covered
D6781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D6782	Crown - 3/4 cast noble metal	\$578	Not covered
D6783	Crown - 3/4 porc./ceramic	\$808	Not covered
D6790	Crown - full cast high noble metal	\$675	Not covered
D6791	Crown - full cast predominantly base metal	\$601	Not covered
D6792	Crown - full cast noble metal	\$628	Not covered
D6794	Crown - titanium	\$679	Not covered
D6930	Recement fixed partial denture	\$88	Not covered
D6940	Stress breaker	\$205	Not covered
D6975	Coping - metal	\$431	Not covered
D6980	Fixed partial denture repair, by report	\$206	Not covered
Oral Surgery			
D7111	Coronal remnants - deciduous tooth	\$72	\$85
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	\$83	\$97
D7210	Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth	\$149	\$176
D7220	Removal of impacted tooth - soft tissue	\$183	\$216
D7230	Removal of impacted tooth - partially bony	\$250	\$295

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D7240	Removal of impacted tooth - completely bony	\$295	\$347
D7241	Removal of impacted tooth - completely bony, with unusual surg. complications	\$363	\$429
D7250	Surgical removal of residual tooth roots (cutting procedure)	\$167	\$199
D7270	Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	\$279	\$330
D7280	Surgical access of an unerupted tooth	\$312	\$369
D7282	Mobiliz. of erupted or malpos. tooth-aid erup	\$96	\$210
D7285	Biopsy of oral tissue - hard (bone, tooth)	\$196	\$231
D7286	Biopsy of oral tissue - soft (all others)	\$184	\$216
D7291	Transseptal fiberotomy/supra crestal fiberotomy, by report	\$142	\$169
D7310	Alveoloplasty in conjunction with extractions - per quadrant	\$150	\$177
D7311	Alveoloplasty in conjunction with extractions	\$130	\$154
D7320	Alveoloplasty not in conjunction with extractions – per quadrant	\$193	\$227
D7321	Alveoloplasty not in conjunction with extractions	\$40	\$84
D7471	Removal of lateral exostosis	\$314	\$370
D7472	Removal of torus palatinus	\$263	\$311
D7473	Removal of torus mandibularis	\$271	\$320
D7485	Surgical reduction of osseous tuberosity	\$297	\$351
D7510	Incision and drainage of abscess - intraoral soft tissue	\$108	\$127
D7511	Incision and drainage of abscess - intraoral	\$226	\$260
D7910	Suture of recent small wounds up to 5 cm	\$246	\$290

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D7960	Frenulectomy (frenectomy or frenotomy) - separate procedure	\$226	\$314
D7963	Frenuloplasty	\$99	\$245
D7970	Excision of hyperplastic tissue - per arch	\$456	\$539
D7971	Excision of pericoronal gingiva	\$225	\$265
D7972	Surgical reduction of fibrous tuberosity	\$78	\$185
Orthodontics			
D8090	Comprehensive orthodontic treatment of the adult dentition	Not covered	\$3,658
D8660	Pre-orthodontic treatment visit	Not covered	\$413
D8670	Periodic orthodontic treatment visit (as part of contract)	Not covered	\$118
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	Not covered	\$516
Additional Procedures			
D9110	Palliative (emergency) treatment of dental pain - minor procedure	\$30	\$75
D9210	Local anesthesia not in conjunction with operative or surgical procedures	\$0	Not covered
D9211	Regional block anesthesia	\$0	Not covered
D9212	Trigeminal division block anesthesia	\$0	Not covered
D9215	Local anesthesia	\$0	Not covered
D9220	Deep sedation/general anesth - first 30 minutes	\$80	\$277
D9221	Deep sedation/general anesth - each addtl. 15 minutes	\$40	\$100
D9230	Analgesia, anxiolysis, inhalation of nitrous oxide	\$36	\$41
D9241	Intrav conscious sed./analgesia - first 30 minutes	\$121	\$272

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D9242	Intrav conscious sed./analgesia - each addtl. 15 minutes	\$0	\$85
D9310	Consultation (diagnostic service provided by dentist or physician other than practitioner providing treatment)	\$59	\$96
D9439	Office visit - Not including an FC30 visit	\$10	\$10
D9440	Office visit - after regularly scheduled hours	\$27	\$111
D9910	Application of desensitizing medicament	\$30	\$60
D9930	Treatment of complications (post-surgical)	\$48	\$48
D9940	Occlusal guard, by report	\$338	\$519
D9950	Occlusion analysis - mounted case	\$169	\$169
D9951	Occlusal adjustment - limited	\$88	\$115
D9952	Occlusal adjustment - complete	\$372	\$597
D9990	Broken office appointment	\$50	\$50

SECTION 3. What services are not covered by our plan?

Section 3.1 Services we do *not* cover (exclusions)

This section tells you what services are "excluded" from Medicare coverage and, therefore, are not covered by this plan. If a service is "excluded," it means that we don't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception is we will pay if a service in the chart below is found upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 7, Section 5.3, in this booklet.)

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

All exclusions or limitations on services are described in the Medical Benefits Chart or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare.	√	
Experimental medical and surgical procedures, equipment and medications. <ul style="list-style-type: none"> • Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community. 		√ May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital.		√ Covered only when medically necessary.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	√	
Full-time nursing care in your home.	√	
Custodial care is care provided in a nursing home, hospice, or other facility setting when you do not require skilled medical care or skilled nursing care. <ul style="list-style-type: none"> • Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with 	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
activities of daily living, such as bathing or dressing.		
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	√	
Fees charged by your immediate relatives or members of your household.	√	
Cosmetic surgery or procedures.		√ Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member. Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
Routine dental care, such as cleanings, fillings, or dentures for Basic Option or Basic Part B Only Option plan members.	√	
Nonroutine dental care for Basic Option or Basic Part B Only Option plan members.		√ Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
Routine chiropractic care.		√ Manual manipulation of the spine to correct a subluxation is covered.
Routine foot care.		√ Some limited coverage provided according to Medicare guidelines, for example, if you have diabetes.
Orthopedic shoes.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease.
Supportive devices for the feet.		√ Orthopedic or therapeutic shoes for people with diabetic foot disease.
Routine hearing exams.	√	
Hearing aids or exams to fit hearing aids.		√ This exclusion does not apply to cochlear implants and osseointegrated external hearing devices covered by Medicare.
Routine eye exams, eyeglasses, and contact lenses for Basic Option or Basic Part B Only Option plan members.		√ Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery.
Radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids.	√	
Reversal of sterilization procedures and non-prescription contraceptive supplies.	√	
Infertility services for Basic Option and Basic Part B Only Option plan members.	√	
Cost of donor semen and donor eggs, storage and freezing of eggs. Services other than artificial insemination, related to conception by artificial means, including but not limited to, in vitro fertilization, ovum transplants, gamete intrafallopian transfer, zygote	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
intrafallopian transfer and prescription drugs related to such services. Services to reverse involuntary, surgically induced infertility.		
Acupuncture.	√	
Naturopath services (uses natural or alternative treatments).	√	
Care in a licensed intermediate care facility.	√	
Comfort, convenience, or luxury equipment or features.	√	
Private duty nurse.	√	
Meals delivered to your home.	√	
Outpatient oral nutrition, such as dietary supplements, herbal supplements, weight loss aids, formulas and food.		√ This exclusion does not apply to medical food and modified food products as described in "Medical foods" in the Medical Benefits Chart.
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging, and mental performance).		√ Covered if medically necessary and covered under Original Medicare.
Services provided to veterans in Veterans Affairs (VA) facilities.		√ When emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		reimburse veterans for the difference. Members are still responsible for our plan's cost-sharing amounts.
Reconstructive surgery that offers only a minimal improvement in appearance or is performed to alter or reshape normal structures of the body in order to improve appearance.		√ We cover reconstructive surgery to correct or repair abnormal structures of the body caused by congenital defect, developmental abnormalities, accidental injury, trauma, infection, tumors, or disease, if a network physician determines that it is necessary to improve function, or create a normal appearance, to the extent possible.
Surgery that, in the judgment of a network physician specializing in reconstructive surgery, offers only a minimal improvement in appearance. <ul style="list-style-type: none"> • Surgery that is performed to alter or reshape normal structures of the body in order to improve appearance. 	√	
Nonconventional intraocular lenses (IOLs) following cataract surgery (for example, a presbyopia-correcting IOL).		√ You may request and we may provide insertion of a presbyopia-correcting IOL or astigmatism-correcting IOL following cataract surgery in lieu of a conventional IOL. However, you must pay the difference between Plan Charges for a nonconventional IOL and associated services and Plan Charges for insertion of a conventional IOL following cataract surgery.
Massage therapy.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		Covered when ordered as part of physical therapy program in accord with Medicare guidelines.
Travel and lodging expenses.		<p style="text-align: center;">√</p> Provided only in connection with out-of-area transplant services that our plan covers.
Transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a network provider.	√	
Licensed ambulance services without transport.		<p style="text-align: center;">√</p> Covered if the ambulance transports you or if covered by Medicare.
Physical exams and other services (1) required for obtaining or maintaining employment or participation in employee programs, (2) required for insurance or licensing, or (3) on court order or required for parole or probation.		<p style="text-align: center;">√</p> Covered if a network physician determines that the services are medically necessary except that routine physical exams are not covered for both Basic Option plans unless covered by Medicare.
Services related to noncovered services or items.		<p style="text-align: center;">√</p> When a service or item is not covered, all services related to the noncovered service or item are excluded, (1) except for services or items we would otherwise cover to treat complications of the noncovered service or item, or (2) unless covered in accord with Medicare guidelines.
Services not approved by the federal Food and Drug Administration. Drugs,		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
<p>supplements, tests, vaccines, devices, radioactive materials, and any other services that by law require federal Food and Drug Administration (FDA) approval in order to be sold in the U.S., but are not approved by the FDA.</p>		<p>This exclusion applies to services provided anywhere, even outside the U.S. It does not apply to Medicare-covered clinical trials or covered emergency care you receive outside the U.S.</p>
<p>Exclusions described in the amendment "What You Need to Know — Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices."</p>	<p>√</p>	

CHAPTER 5. Asking us to pay our share of a bill you have received for covered medical services

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services 94

Section 1.1 If you pay our share of the cost of your covered services or if you receive a bill, you can ask us for payment 94

SECTION 2. How to ask us to pay you back or to pay a bill you have received 95

Section 2.1 How and where to send us your request for payment 95

SECTION 3. We will consider your request for payment and say yes or no 96

Section 3.1 We check to see whether we should cover the service and how much we owe 96

Section 3.2 If we tell you that we will not pay for all or part of the medical care, you can make an appeal..... 96

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services

Section 1.1 If you pay our share of the cost of your covered services or if you receive a bill, you can ask us for payment

Sometimes when you get medical care, you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of our plan. In either case, you can ask us to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services that are covered by our plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask us to pay you back or to pay a bill you have received:

When you've received emergency or urgently needed medical care from a provider who is not in our network

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill our plan for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
 - ◆ If the provider is owed anything, we will pay the provider directly.
 - ◆ If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.

When a network provider sends you a bill you think you should not pay

Network providers should always bill us directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service, and even if there is a dispute and we don't pay certain provider charges. For more information about "balance billing," go to Chapter 4, Section 1.3.

- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under our plan.

If you are retroactively enrolled in our plan

Sometimes a person's enrollment in our plan is retroactive. ("Retroactive" means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

- Please call Member Services for additional information about how to ask us to pay you back and deadlines for making your request. Phone numbers for Member Services are printed on the back cover of this booklet.
- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. Chapter 7 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has information about how to make an appeal.

SECTION 2. How to ask us to pay you back or to pay a bill you have received

Section 2.1 How and where to send us your request for payment

Send us your request for payment, along with your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website (**kp.org**) or call Member Services and ask for the form. Phone numbers for Member Services are printed on the back cover of this booklet.

Mail your request for payment together with any bills or receipts to us at this address:

Kaiser Permanente
Attn: Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

2101 East Jefferson Street
Rockville, MD 20852

You must submit your claim to us within 365 days after service date.

Contact Member Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3. We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the service and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care is covered and you followed all the rules for getting the care, we will pay for our share of the cost. If you have already paid for the service, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered.)
- If we decide that the medical care is not covered, or you did not follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the medical care, you can make an appeal

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details about how to make this appeal, go to Chapter 7 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." The appeals process is a detailed legal process with complicated procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of Chapter 7. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives you definitions of terms such as "appeal." Then, after you have read Section 4, you can go to Section 5.3 in Chapter 7 to learn how to make an appeal about getting paid back for a medical service.

CHAPTER 6. Your rights and responsibilities

SECTION 1. We must honor your rights as a member of our plan	98
Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)	98
Section 1.2 We must treat you with fairness and respect at all times	98
Section 1.3 We must ensure that you get timely access to your covered services	98
Section 1.4 We must protect the privacy of your personal health information.....	99
Section 1.5 We must give you information about our plan, our network of providers, and your covered services	100
Section 1.6 We must support your right to make decisions about your care	101
Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made	102
Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?	103
Section 1.9 How to get more information about your rights.....	103
Section 1.10 Information about new technology assessments	104
SECTION 2. You have some responsibilities as a member of our plan.....	104
Section 2.1 What are your responsibilities?	104

SECTION 1. We must honor your rights as a member of our plan

Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)

To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

Our plan has people and free language interpreter services available to answer questions from non-English-speaking members. We can also give you information in Braille or large print, if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about our plan's benefits that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call **1-877-486-2048**.

Section 1.2 We must treat you with fairness and respect at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. We do not discriminate based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** (TTY **1-800-537-7697**) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

Section 1.3 We must ensure that you get timely access to your covered services

As a member of our plan, you have the right to choose a primary care provider (PCP) in our network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Member Services to learn which doctors are accepting new patients (phone numbers are printed on the back cover of this booklet). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral, as well as other primary care providers described in Chapter 3, Section 2.2.

As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care.

If you think that you are not getting your medical care within a reasonable amount of time, Chapter 7, Section 9, of this booklet tells you what you can do. (If we have denied coverage for your medical care and you don't agree with our decision, Chapter 7, Section 4, tells you what you can do.)

Section 1.4 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in our plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "Notice of Privacy Practices," that tells you about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, we are required to get written permission from you first. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - ◆ For example, we are required to release health information to government agencies that are checking on quality of care.
 - ◆ Because you are a member of our plan through Medicare, we are required to give Medicare your health information. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held by our plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.5 We must give you information about our plan, our network of providers, and your covered services

As a member of our plan, you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in Braille or in large print.)

If you want any of the following kinds of information, please call Member Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about our plan's financial condition. It also includes information about the number of appeals made by members and our plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our network providers.**
 - ◆ For example, you have the right to get information from us about the qualifications of the providers in our network and how we pay the providers in our network.
 - ◆ For a list of the providers in our network, see the **Provider Directory**.
 - ◆ For more detailed information about our providers, you can call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at kp.org/directory.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - ◆ In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - ◆ If you have questions about the rules or restrictions, please call Member Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - ◆ If a medical service is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service from an out-of-network provider.
 - ◆ If you are not happy or if you disagree with a decision we make about what medical care is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 7 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 7 also tells you about how to make a complaint about quality of care, waiting times, and other concerns.)

- ◆ If you want to ask us to pay our share of a bill you have received for medical care, see Chapter 5 of this booklet.

Section 1.6 We must support your right to make decisions about your care

You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices in a way that you can understand.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say "no."** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. Of course, if you refuse treatment, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 7 of this booklet tells you how to ask us for a coverage decision.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can:

- Fill out a written form to give someone the legal authority to make medical decisions for you if you ever become unable to make decisions for yourself.
- Give your doctors written instructions about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "**advance directives**." There are different types of advance directives and different names for them. Documents called "**living will**" and "**power of attorney for health care**" are examples of advance directives.

If you want to use an "advance directive" to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. You can also contact Member Services to ask for the forms (phone numbers are printed on the back cover of this booklet).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, take a copy with you to the hospital.

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

District of Columbia Residents: Delmarva Foundation of the District of Columbia 924 Centreville Road Easton, MD 21601	Maryland Residents: Maryland Insurance Administration Consumer Complaint Investigation 200 St. Paul Place, Suite 2700 Baltimore, MD 21202	Virginia Residents: State Corporation Commission Virginia Bureau of Insurance P.O. Box 1157 Richmond, VA 23218
---	--	---

Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 7 of this booklet tells you what you can do. It gives you the details about how to deal with all types of problems and complaints.

What you need to do to follow up on a problem or concern depends upon the situation. You might need to ask us to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do—ask for a coverage decision, make an appeal, or make a complaint—we are required to treat you fairly.

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** or TTY **1-800-537-7697**, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, and it's not about discrimination, you can get help dealing with the problem you are having:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.9 How to get more information about your rights

There are several places where you can get more information about your rights:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact Medicare:
 - ◆ You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at <http://www.medicare.gov/Pubs/pdf/11534.pdf>.)
 - ◆ Or you can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.10 Information about new technology assessments

Rapidly changing technology affects health care and medicine as much as any other industry. To determine whether a new drug or other medical development has long-term benefits, our plan carefully monitors and evaluates new technologies for inclusion as covered benefits. These technologies include medical procedures, medical devices, and new drugs.

SECTION 2. You have some responsibilities as a member of our plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of our plan are listed below. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this **Evidence of Coverage** booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - ◆ Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
- **If you have any other health insurance coverage in addition to our plan, you are required to tell us.** Please call Member Services to let us know (phone numbers are printed on the back cover of this booklet).
 - ◆ We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is called "coordination of benefits" because it involves coordinating the health benefits you get from us with any other health benefits available to you. We'll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)
- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care.
 - ◆ Notifying out-of-network providers when seeking care (unless it is an emergency) that although you are enrolled in our plan, the provider should bill Original Medicare. You should present your membership card and your Medicare card.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - ◆ To help your doctors and other health care providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.

- ◆ Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
- ◆ If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - ◆ You must pay your plan premiums to continue being a member of our plan (see Chapter 1, Section 4.1).
 - ◆ In order to be eligible for our plan, you must have Medicare Part B (or both Part A and Part B). For that reason, some plan members must pay a premium for Medicare Part A and most plan members must pay a premium for Medicare Part B to remain a member of our plan.
 - ◆ For most of your medical services covered by our plan, you must pay your share of the cost when you get the service. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 4 tells you what you must pay for your medical services.
 - ◆ If you get any medical services that are not covered by our plan or by other insurance you may have, you must pay the full cost.
 - ◆ If you disagree with our decision to deny coverage for a service, you can make an appeal. Please see Chapter 7 of this booklet for information about how to make an appeal.
- **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Member Services (phone numbers are printed on the back cover of this booklet).
 - ◆ If you move outside of our plan service area, you cannot remain a member of our plan. (Chapter 1 tells you about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a special enrollment period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
 - ◆ If you move within our service area, we still need to know so we can keep your membership record up-to-date and know how to contact you.
 - ◆ If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
- **Call Member Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
 - ◆ Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
 - ◆ For more information about how to reach us, including our mailing address, please see Chapter 2.

**CHAPTER 7. What to do if you have a problem or complaint
(coverage decisions, appeals, and complaints)**

Background 108

SECTION 1. Introduction 108

Section 1.1 What to do if you have a problem or concern 108

Section 1.2 What about the legal terms? 108

SECTION 2. You can get help from government organizations that are not connected with us 109

Section 2.1 Where to get more information and personalized assistance 109

SECTION 3. To deal with your problem, which process should you use?..... 109

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints? 109

Coverage decisions and appeals 110

SECTION 4. A guide to the basics of coverage decisions and appeals 110

Section 4.1 Asking for coverage decisions and making appeals—*The big picture* 110

Section 4.2 How to get help when you are asking for a coverage decision or making an appeal 111

Section 4.3 Which section of this chapter gives the details for your situation? 112

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal 112

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care 112

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want) 114

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan) 117

Section 5.4 Step-by-step: How a Level 2 Appeal is done 119

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care? 121

SECTION 6. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.....	122
Section 6.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights	122
Section 6.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date	123
Section 6.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date	126
Section 6.4 What if you miss the deadline for making your Level 1 Appeal?.....	127
SECTION 7. How to ask us to keep covering certain medical services if you think your coverage is ending too soon.....	129
Section 7.1 <i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services	129
Section 7.2 We will tell you in advance when your coverage will be ending.....	130
Section 7.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time.....	131
Section 7.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time.....	133
Section 7.5 What if you miss the deadline for making your Level 1 Appeal?.....	134
SECTION 8. Taking your appeal to Level 3 and beyond	136
Section 8.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals.....	136
Making complaints	138
SECTION 9. How to make a complaint about quality of care, waiting times, customer service, or other concerns.....	138
Section 9.1 What kinds of problems are handled by the complaint process?.....	138
Section 9.2 The formal name for "making a complaint" is "filing a grievance"	139
Section 9.3 Step-by-step: Making a complaint.....	140
Section 9.4 You can also make complaints about quality of care to the Quality Improvement Organization.....	141
Section 9.5 You can also tell Medicare about your complaint.....	141

Background

SECTION 1. Introduction

Section 1.1 What to do if you have a problem or concern

This chapter explains two types of processes for handling problems and concerns:

- For some types of problems, you need to use the process for coverage decisions and appeals.
- For other types of problems, you need to use the process for making complaints.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by you and us.

Which one do you use?

That depends upon the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says "making a complaint" rather than "filing a grievance," "coverage decision" rather than "organization determination" and "Independent Review Organization" instead of "Independent Review Entity." It also uses abbreviations as little as possible.

However, it can be helpful, and sometimes quite important, for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2. You can get help from government organizations that are not connected with us

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations, you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3, of this booklet.

You can also get help and information from Medicare

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- You can visit the Medicare website (<http://www.medicare.gov>).

SECTION 3. To deal with your problem, which process should you use?

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help you with your specific problem or concern, **START HERE:**

Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care is covered or not, the way in which it is covered, and problems related to payment for medical care.)

- **Yes, my problem is about benefits or coverage:**

Go to the next section in this chapter, **Section 4:** "A guide to the basics of coverage decisions and appeals."

- **No, my problem is not about benefits or coverage:**

Skip ahead to **Section 9 at the end of this chapter:** "How to make a complaint about quality of care, waiting times, customer service, or other concerns."

Coverage decisions and appeals

SECTION 4. A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals—*The big picture*

The process for coverage decisions and appeals deals with problems related to your benefits and coverage for medical services, including problems related to payment. This is the process you use for issues such as whether something is covered or not, and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. For example, your network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision, if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a service is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision.

If we say *no* to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

Section 4.2 How to get help when you are asking for a coverage decision or making an appeal

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call Member Services** (phone numbers are printed on the back cover of this booklet).
- To get free help from an independent organization that is not connected with our plan, **contact your State Health Insurance Assistance Program** (see Section 2 in this chapter).
- **Your doctor can make a request for you.**
 - ◆ For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your "representative" to ask for a coverage decision or make an appeal.
 - ◆ There may be someone who is already legally authorized to act as your representative under state law.
 - ◆ If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. (The form is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>.) The form gives that person permission to act on your behalf. It must be signed by you and by the person whom you would like to act on your behalf. You must give us a copy of the signed form.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, you are not required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

Section 4.3 Which section of this chapter gives the details for your situation?

There are three different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- Section 5 in this chapter: "Your medical care: How to ask for a coverage decision or make an appeal."
- Section 6 in this chapter: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- Section 7 in this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (applies to these services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services).

If you're not sure which section you should be using, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)." To keep things simple, we generally refer to "medical care coverage" or "medical care" in the rest of this section, instead of repeating "medical care or treatment or services" every time.

If you have a complaint about a bill when you receive care from an out-of-network provider, the appeals process described will not apply, unless you were directed to go to an out-of-network provider by the plan or one of the network providers for care covered by our plan (for example, an authorized referral).

You should refer to the notice of the service (called the "Medicare Summary Notice") you receive from Original Medicare. The Medicare Summary Notice provides information on how to appeal a decision made by Original Medicare.

This section tells you what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. We will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by our plan.
3. You have received medical care or services that you believe should be covered by our plan, but we have said we will not pay for this care.
4. You have received and paid for medical care or services that you believe should be covered by our plan, and you want to ask us to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.

Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:

- **Chapter 7, Section 6:** "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- **Chapter 7, Section 7:** "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.

For all other situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you want to find out whether we will cover the medical care or services you want?	You can ask us to make a coverage decision for you. Go to the next section in this chapter, Section 5.2 .

Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for?	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 5.3 in this chapter.
Do you want to ask us to pay you back for medical care or services you have already received and paid for?	You can send us the bill. Skip ahead to Section 5.5 in this chapter.

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want)

Legal Terms
When a coverage decision involves your medical care, it is called an " organization determination ."

Step 1: You ask us to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a "fast coverage decision."

Legal Terms
A "fast coverage decision" is called an " expedited determination ."

How to request coverage for the medical care you want

- Start by calling, writing, or faxing us to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days after we receive your request.**

- However, we can take up to 14 more calendar days if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the

process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

If your health requires it, ask us to give you a "fast coverage decision"

- **A fast coverage decision means we will answer within 72 hours.**
 - ◆ However, we can take up to 14 more calendar days if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for coverage for medical care you have not yet received. (You cannot get a fast coverage decision if your request is about payment for medical care you have already received.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor tells us that your health requires a "fast coverage decision," we will automatically agree to give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor's support, we will decide whether your health requires that we give you a fast coverage decision.**
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a "fast coverage decision"

- Generally, for a fast coverage decision, we will give you our answer **within 72 hours**.
 - ◆ As explained above, **we can take up to 14 more calendar days** under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

- ◆ If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is *no* to part or all of what you requested, we will send you a detailed written explanation as to why we said no.

Deadlines for a "standard coverage decision"

- Generally, for a standard coverage decision, we will give you our answer **within 14 calendar days of receiving your request.**
 - ◆ We can take up to 14 more calendar days ("an extended time period") under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)
 - ◆ If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 14 calendar days after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is *no* to part or all of what you requested, we will send you a written statement that explains why we said no.

Step 3: If we say *no* to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say *no*, you have the right to ask us to reconsider, and perhaps change this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)
--

Legal Terms

An appeal to our plan about a medical care coverage decision is called a plan " reconsideration ."

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start an appeal, you, your doctor, or your representative must contact us.** For details about how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
 - ◆ If you have someone appealing our decision for you other than your doctor, your appeal must include an "Appointment of Representative" form authorizing this person to represent you. To get the form, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. It is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>. While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision.
- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.

- ◆ If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal" (you can make a request by calling us)

Legal Terms

A "fast appeal" is also called an " expedited reconsideration. "

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a "fast appeal."
- The requirements and procedures for getting a "fast appeal" are the same as those for getting a "fast coverage decision." To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a "fast appeal," we will give you a fast appeal.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said **no** to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a "fast appeal"

- When we are using the fast deadlines, we must give you our answer **within 72 hours** after we receive your appeal. We will give you our answer sooner if your health requires us to do so.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**. If we decide to take extra days to make the decision, we will tell you in writing.
 - ◆ If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days.**
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)
 - ◆ If we do not give you an answer by the deadline above, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- If our answer is *no* to part or all of what you requested, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Step 3: If our plan says *no* to part or all of your appeal, your case will automatically be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said *no* to your appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

Section 5.4 Step-by-step: How a Level 2 Appeal is done

If we say *no* to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: The Independent Review Organization reviews your appeal.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- We will send the information about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

*If you had a "fast appeal" at Level 1, you will also have a "**fast appeal**" at Level 2*

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 72 hours of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

*If you had a "standard appeal" at Level 1, you will also have a "**standard appeal**" at Level 2*

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 30 calendar days of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

Step 2: The Independent Review Organization gives you their answer.

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- If the review organization says **yes** to part or all of what you requested, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization.
- If this organization says **no** to part or all of your appeal, it means they agree with us that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision." It is also called "turning down your appeal.")
 - ◆ If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you got after your Level 2 Appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading Chapter 5 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services." Chapter 5 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells you how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 4.1 in this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service; see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)." We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: "Using our plan's coverage for your medical services").

We will say *yes* or *no* to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or if you haven't paid for the services, we will send the payment directly to the provider. (When we send the payment, it's the same as saying *yes* to your request for a coverage decision.)
- If the medical care is not covered, or you did not follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3 of this chapter. Go to this part for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is **yes** at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

SECTION 6. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "**discharge date**."
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

Section 6.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

During your covered hospital stay, you will be given a written notice called **An Important Message from Medicare about Your Rights**. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- Read this notice carefully and ask questions if you don't understand it. It tells you about your rights as a hospital patient, including:

- ◆ Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
- ◆ Your right to be involved in any decisions about your hospital stay, and know who will pay for it.
- ◆ Where to report any concerns you have about quality of your hospital care.
- ◆ Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

Legal Terms

The written notice from Medicare tells you how you can " request an immediate review. " Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 6.2 below tells you how you can request an immediate review.)

- **You must sign the written notice** to show that you received it and understand your rights.
 - ◆ You or someone who is acting on your behalf must sign the notice. (Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative.)
 - ◆ Signing the notice shows **only** that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice does **not** mean you are agreeing on a discharge date.
- **Keep your copy** of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.
 - ◆ If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
 - ◆ To look at a copy of this notice in advance, you can call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. You can also see it online at **<http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>**.

Section 6.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date
--

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.

- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.

It checks to see if your planned discharge date is medically appropriate for you.

Step 1: Contact the Quality Improvement Organization for your state and ask for a "fast review" of your hospital discharge. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

How can you contact this organization?

- The written notice you received (**An Important Message from Medicare About Your Rights**) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization **before** you leave the hospital and **no later than your planned discharge date**. (Your "planned discharge date" is the date that has been set for you to leave the hospital.)
 - ♦ **If you meet this deadline**, you are allowed to stay in the hospital after your discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.
 - ♦ **If you do not meet this deadline**, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 6.4.

Ask for a "fast review":

- You must ask the Quality Improvement Organization for a "fast review" of your discharge. Asking for a "fast review" means you are asking for the organization to use the "fast" deadlines for an appeal instead of using the standard deadlines.

Legal Terms
A "fast review" is also called an "immediate review" or an "expedited review."

Step 2: The Quality Improvement Organization conducts an independent review of your case.*What happens during this review?*

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives you your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

Legal Terms
This written explanation is called the "Detailed Notice of Discharge." You can get a sample of this notice by calling Member Services (phone numbers are printed on the back cover of this booklet) or 1-800-MEDICARE (1-800-633-4227) , 24 hours a day, 7 days a week. (TTY users should call 1-877-486-2048 .) Or you can see a sample notice online at http://www.cms.hhs.gov/BNI/ .

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.*What happens if the answer is **yes**?*

- If the review organization says **yes** to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet.)

*What happens if the answer is **no**?*

- If the review organization says **no** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for your **inpatient hospital**

services will end at noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

- If the review organization says **no** to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost of hospital care** you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 Appeal is no, you decide if you want to make another appeal.

- If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to "Level 2" of the appeals process.

Section 6.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 calendar days** after the day the Quality Improvement Organization said **no** to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

*If the review organization says **yes**:*

- We must reimburse you for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- You must continue to pay your share of the costs and coverage limitations may apply.

*If the review organization says **no**:*

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further by going on to Level 3.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 6.4 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 6.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. ("Quickly" means before you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Legal Terms

A "fast review" (or "fast appeal") is also called an "**expedited appeal**."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, **go to Chapter 2**, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of your planned discharge date, checking to see if it was medically appropriate.

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
- **If you stayed in the hospital after your planned discharge date, then you may have to pay the full cost of hospital care you received after the planned discharge date.**

*Step 4: If we say **no** to your fast appeal, your case will automatically be sent on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that you are **automatically** going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint.)

The complaint process is different from the appeals process. Section 9 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The Independent Review Organization is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- If this **organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue our plan's coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with us that your planned hospital discharge date was medically appropriate.
 - ♦ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by a judge.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say **no** to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 7. How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 7.1 This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services

This section is **only** about the following types of care:

- **Home health care services** you are getting.

- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a "skilled nursing facility," see Chapter 10, "Definitions of important words.")
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 10, "Definitions of important words.")

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information about your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, **we will stop paying our share of the cost for your care.**

If you think we are ending the coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Section 7.2 We will tell you in advance when your coverage will be ending

- **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
 - ♦ The written notice tells you the date when we will stop covering the care for you.
 - ♦ The written notice also tells you what you can do if you want to ask us to change this decision about when to end your care, and keep covering it for a longer period of time.

Legal Terms

In telling you what you can do, the written notice is telling how you can request a "**fast-track appeal.**" Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 7.3 below tells you how you can request a fast-track appeal.)

The written notice is called the "**Notice of Medicare Non-Coverage.**" To get a sample copy, call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048.**) Or see a copy online at <http://www.cms.hhs.gov/BNI/>.

- You must sign the written notice to show that you received it.
 - ♦ You or someone who is acting on your behalf must sign the notice. (Section 4 tells you how you can give written permission to someone else to act as your representative.)

- ◆ Signing the notice shows **only** that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with us that it's time to stop getting the care.

Section 7.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 9 in this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.

Step 1: Make your Level 1 Appeal: Contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care experts who are paid by the federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

How can you contact this organization?

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

What should you ask for?

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

Your deadline for contacting this organization.

- You must contact the Quality Improvement Organization to start your appeal no later than noon of the day after you receive the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 7.5 in this chapter.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers inform us of your appeal, you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

Legal Terms
This notice of explanation is called the " Detailed Explanation of Non-Coverage. "

Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

*What happens if the reviewers say **yes** to your appeal?*

- If the reviewers say **yes** to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

*What happens if the reviewers say **no** to your appeal?*

- If the reviewers say **no** to your appeal, then **your coverage will end** on the date we have told you. We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after this date when your coverage ends, **then you will have to pay the full cost of this care yourself.**

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say *no* to your Level 1 Appeal, and you choose to continue getting care after your coverage for the care has ended, then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.

Section 7.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.

*What happens if the review organization says **yes** to your appeal?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says **no**?*

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.

- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 7.5 What if you miss the deadline for making your Level 1 Appeal?
--

You can appeal to us instead

As explained above in Section 7.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A "fast review" (or "fast appeal") is also called an " expedited appeal ."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending our plan's coverage for services you were receiving.
- We will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end, **then you will have to pay the full cost of this care yourself.**

*Step 4: If we say **no** to your fast appeal, your case will automatically go on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, **we are required to send your appeal to the Independent Review Organization.** When we do this, it means that you are automatically going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 9 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The **Independent Review Organization** is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says *yes*** to your appeal, then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says *no* to your appeal**, it means they agree with the decision our plan made to your first appeal and will not change it.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say ***no*** to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 8. Taking your appeal to Level 3 and beyond

Section 8.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the administrative law judge says *yes* to your appeal, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 4. Unlike a decision at

Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.

- ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the judge's decision.
- ◆ If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the administrative law judge says *no* to your appeal, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says ***no*** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, or if the Appeals Council denies our request to review a favorable Level 3 Appeal decision, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Appeals Council's decision.
 - ◆ If we decide to appeal the decision, we will let you know in writing.
- **If the answer is *no* or if the Appeals Council denies the review request, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says ***no*** to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the administrative appeals process.

Making complaints

SECTION 9. How to make a complaint about quality of care, waiting times, customer service, or other concerns



If your problem is about decisions related to benefits, coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 in this chapter.

Section 9.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive.

If you have a complaint regarding a service provided by a hospital or skilled nursing facility that is not part of our network, follow the complaint process established by Original Medicare. However, if you have a complaint involving a network hospital or skilled nursing facility (or you were directed to go to an out-of-network hospital or skilled nursing facility by our plan or one of the network providers), you will follow the instructions contained in this section. This is true even if you received a Medicare Summary Notice indicating that a claim was processed but not covered by Original Medicare. Furthermore, if you have a complaint regarding an emergency or urgently needed service, or the cost-sharing for hospital or skilled nursing facility services, you will follow the instructions contained in this section.

Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can "make a complaint":

- **Quality of your medical care**
 - ◆ Are you unhappy with the quality of care you have received (including care in the hospital)?
- **Respecting your privacy**
 - ◆ Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?
- **Disrespect, poor customer service, or other negative behaviors**
 - ◆ Has someone been rude or disrespectful to you?
 - ◆ Are you unhappy with how our Member Services has treated you?
 - ◆ Do you feel you are being encouraged to leave our plan?
- **Waiting times**
 - ◆ Are you having trouble getting an appointment, or waiting too long to get it?

- ◆ Have you been kept waiting too long by doctors or other health professionals? Or by Member Services or other staff at our plan?
- ◆ Examples include waiting too long on the phone, in the waiting room, or in the exam room.
- **Cleanliness**
 - ◆ Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
- **Information you get from our plan**
 - ◆ Do you believe we have not given you a notice that we are required to give?
 - ◆ Do you think written information we have given you is hard to understand?

Timeliness (these types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)

The process of asking for a coverage decision and making appeals is explained in Sections 4–8 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:

- If you have asked us to give you a "fast coverage decision" or a "fast appeal," and we have said we will not, you can make a complaint.
- If you believe our plan is not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.
- When a coverage decision we made is reviewed and our plan is told that we must cover or reimburse you for certain medical services, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.
- When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 9.2 The formal name for "making a complaint" is "filing a grievance"

Legal Terms

- What this section calls a "complaint" is also called a "grievance."
- Another term for "making a complaint" is "filing a grievance."
- Another way to say "using the process for complaints" is "using the process for filing a grievance."

Section 9.3 Step-by-step: Making a complaint**Step 1: Contact us promptly—either by phone or in writing.**

- **Usually calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Call toll-free **1-888-777-5536** (TTY **711**), seven days a week, 8 a.m. to 8 p.m.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to you in writing. We will also respond in writing when you make a complaint by phone if you request a written response or your complaint is related to quality of care.
- **If you have a complaint, we will try to resolve your complaint over the phone.** If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. Your grievance must explain your concern, such as why you are dissatisfied with the services you received. Please see Chapter 2 for whom you should contact if you have a complaint.
 - ◆ You must submit your grievance to us (orally or in writing) within 60 calendar days of the event or incident. We must address your grievance as quickly as your health requires, but no later than 30 calendar days after receiving your complaint. We may extend the time frame to make our decision by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.
 - ◆ You can file a fast grievance about our decision not to expedite a coverage decision or appeal, or if we extend the time we need to make a decision about a coverage decision or appeal. We must respond to your fast grievance within 24 hours.
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
- **If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal,"** we will automatically give you a "fast complaint." If you have a "fast complaint," it means we will give you an answer **within 24 hours**.

Legal Terms

What this section calls a "**fast complaint**" is also called an "**expedited grievance**."

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.

- **Most complaints are answered in 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

Section 9.4 You can also make complaints about quality of care to the Quality Improvement Organization

You can make your complaint about the quality of care you received to us by using the step-by-step process outlined above.

When your complaint is about quality of care, you also have two extra options:

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (without making the complaint to us).
 - ♦ The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.
 - ♦ To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

Section 9.5 You can also tell Medicare about your complaint

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call **1-800-MEDICARE (1-800-633-4227)**. TTY/TDD users can call **1-877-486-2048**.

CHAPTER 8. Ending your membership in our plan

SECTION 1. Introduction	143
Section 1.1 This chapter focuses on ending your membership in our plan.....	143
SECTION 2. When can you end your membership in our plan?	143
Section 2.1 You can end your membership at any time.....	143
Section 2.2 Where can you get more information about when you can end your membership?	143
SECTION 3. How do you end your membership in our plan?	144
Section 3.1 To end your membership, you must ask us in writing	144
SECTION 4. Until your membership ends, you must keep getting your medical services through our plan	145
Section 4.1 Until your membership ends, you are still a member of our plan	145
SECTION 5. We must end your membership in our plan in certain situations.....	145
Section 5.1 When must we end your membership in our plan?	145
Section 5.2 We <u>cannot</u> ask you to leave our plan for any reason related to your health.....	146
Section 5.3 You have the right to make a complaint if we end your membership in our plan	146

SECTION 1. Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in our plan may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- **You might leave our plan because you have decided that you want to leave.**
 - ◆ You can disenroll from our plan at any time. Section 2 tells you more about when you can end your membership in our plan.
 - ◆ The process for voluntarily ending your membership varies depending upon what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care through our plan until your membership ends.

SECTION 2. When can you end your membership in our plan?

Section 2.1 You can end your membership at any time

You can disenroll from this plan at any time. You may switch to Original Medicare, or if you have a special enrollment period, you may enroll in a Medicare Advantage or another Medicare prescription drug plan. Your membership will usually end on the last day of the month in which we receive your request to change your plan.

Section 2.2 Where can you get more information about when you can end your membership?

If you have any questions or would like more information about when you can end your membership:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can find the information in the **Medicare & You** 2016 handbook.
 - ◆ Everyone with Medicare receives a copy of **Medicare & You** each fall. Those new to Medicare receive it within a month after first signing up.
 - ◆ You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or you can order a printed copy by calling Medicare at the number below.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- You can contact **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3. How do you end your membership in our plan?

Section 3.1 To end your membership, you must ask us in writing

You may end your membership in our plan at any time during the year and change to Original Medicare. To end your membership, you must make a request in writing to us. Your membership will end on the last day of the month in which we receive your request. Contact us if you need more information on how to do this. The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> • Another Medicare health plan. 	<ul style="list-style-type: none"> • Enroll in the Medicare health plan. • You will automatically be disenrolled from our plan when your new plan's coverage begins.
<ul style="list-style-type: none"> • Original Medicare with a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet). Then contact the Medicare prescription drug plan that you want to enroll in and ask to be enrolled. • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048. • You will be disenrolled from our plan when your coverage in Original Medicare begins. If you join a Medicare prescription drug plan, that coverage should begin at this time as well.
<ul style="list-style-type: none"> • Original Medicare without a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information about how to do this (phone numbers are printed on the back cover of this booklet). • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

If you would like to switch from our plan to:

This is what you should do:

- You will be disenrolled from our plan when your coverage in Original Medicare begins.

SECTION 4. Until your membership ends, you must keep getting your medical services through our plan

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave our plan, it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information about when your new coverage begins.) During this time, you must continue to get your medical care through our plan.

- If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged (even if you are discharged after your new health coverage begins).
- If you use out-of-network providers to obtain medical services, the services are covered under Original Medicare. You will be responsible for Original Medicare's cost-sharing for such services, with the exception of emergency and urgently needed services.

SECTION 5. We must end your membership in our plan in certain situations

Section 5.1 When must we end your membership in our plan?

We must end your membership in our plan if any of the following happen:

- If you do not stay continuously enrolled in Part B. Members must stay continuously enrolled in Part B.
- If you move out of our service area or if you are away from our service area for more than 90 days.
 - ◆ If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area. Phone numbers for Member Services are printed on the back cover of this booklet.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.

- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
 - ◆ If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you do not pay our plan premiums.

Where can you get more information?

If you have questions or would like more information about when we can end your membership:

- You can call Member Services for more information (phone numbers are printed on the back cover of this booklet).

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

We are not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in Chapter 7, Section 9, for information about how to make a complaint.

CHAPTER 9. Legal notices

SECTION 1. Notice about governing law.....	148
SECTION 2. Notice about nondiscrimination.....	148
SECTION 3. Notice about Medicare Secondary Payer subrogation rights.....	148
SECTION 4. Administration of this Evidence of Coverage	148
SECTION 5. Applications and statements.....	148
SECTION 6. Assignment.....	149
SECTION 7. Attorney and advocate fees and expenses	149
SECTION 8. Coordination of benefits	149
SECTION 9. Employer responsibility.....	149
SECTION 10. Evidence of Coverage binding on members.....	149
SECTION 11. Government agency responsibility.....	150
SECTION 12. Member nonliability.....	150
SECTION 13. No waiver	150
SECTION 14. Notices	150
SECTION 15. Overpayment recovery.....	150
SECTION 16. Third party liability	150
SECTION 17. U.S. Department of Veterans Affairs.....	151
SECTION 18. Workers' compensation or employer's liability benefits.....	151
SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance.....	152

SECTION 1. Notice about governing law

Many laws apply to this **Evidence of Coverage** and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2. Notice about nondiscrimination

We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare health plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

SECTION 3. Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Kaiser Permanente Medicare Plus, as a Medicare Cost Plan sponsor, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any state laws.

SECTION 4. Administration of this Evidence of Coverage

We may adopt reasonable policies, procedures, and interpretations to promote orderly and efficient administration of this **Evidence of Coverage**.

SECTION 5. Applications and statements

You must complete any applications, forms, or statements that we request in our normal course of business or as specified in this **Evidence of Coverage**.

SECTION 6. Assignment

You may not assign this **Evidence of Coverage** or any of the rights, interests, claims for money due, benefits, or obligations hereunder without our prior written consent.

SECTION 7. Attorney and advocate fees and expenses

In any dispute between a member and Health Plan, the Medical Group, or Kaiser Foundation Hospitals, each party will bear its own fees and expenses, including attorneys' fees, advocates' fees, and other expenses.

SECTION 8. Coordination of benefits

As described in Chapter 1 (Section 7) "How other insurance works with our plan," if you have other insurance, you are required to use your other coverage in combination with your coverage as a Medicare Plus member to pay for the care you receive. This is called "coordination of benefits" because it involves coordinating all of the health benefits that are available to you. You will get your covered care as usual from network providers, and the other coverage you have will simply help pay for the care you receive.

If your other coverage is the primary payer, it will often settle its share of payment directly with us, and you will not have to be involved. However, if payment owed to us by a primary payer is sent directly to you, you are required by Medicare law to give this primary payment to us. For more information about primary payments in third party liability situations, see Section 16, and for primary payments in workers' compensation cases, see Section 18.

You must tell us if you have other health care coverage, and let us know whenever there are any changes in your additional coverage.

SECTION 9. Employer responsibility

For any services that the law requires an employer to provide, we will not pay the employer, and when we cover any such services, we may recover the value of the services from the employer.

SECTION 10. Evidence of Coverage binding on members

By electing coverage or accepting benefits under this **Evidence of Coverage**, all members legally capable of contracting, and the legal representatives of all members incapable of contracting, agree to all provisions of this **Evidence of Coverage**.

SECTION 11. Government agency responsibility

For any services that the law requires be provided only by or received only from a government agency, we will not pay the government agency, and when we cover any such services we may recover the value of the services from the government agency.

SECTION 12. Member nonliability

Our contracts with network providers provide that you are not liable for any amounts we owe. However, you are liable for the cost of noncovered services you obtain from network providers or out-of-network providers.

SECTION 13. No waiver

Our failure to enforce any provision of this **Evidence of Coverage** will not constitute a waiver of that or any other provision, or impair our right thereafter to require your strict performance of any provision.

SECTION 14. Notices

Our notices to you will be sent to the most recent address we have. You are responsible for notifying us of any change in your address. If you move, please call Member Services (phone numbers are printed on the back of this booklet) and Social Security at **1-800-772-1213** (TTY **1-800-325-0778**) as soon as possible to report your address change.

SECTION 15. Overpayment recovery

We may recover any overpayment we make for services from anyone who receives such an overpayment or from any person or organization obligated to pay for the services.

SECTION 16. Third party liability

As stated in Chapter 1, Section 7, third parties who cause you injury or illness (and/or their insurance companies) usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue these primary payments. If you obtain a judgment or settlement from or on behalf of a third party who allegedly caused an injury or illness for which you received covered services, you must pay us "Plan Charges" for those services. **Note:** This Section 16 does not affect your obligation to pay cost-sharing for these services, but we will credit any such payments toward the amount you must pay us under this section. Please refer to Chapter 10 for the definition of "Plan Charges."

To the extent permitted or required by law, we have the option of becoming subrogated to all claims, causes of action, and other rights you may have against a third party or an insurer, government program, or other source of coverage for monetary damages, compensation, or indemnification on account of the injury or illness allegedly caused by the third party. We will be so subrogated as of the time we mail or deliver a written notice of our exercise of this option to you or your attorney, but we will be subrogated only to the extent of the total of Plan Charges for the relevant services.

To secure our rights, we will have a lien on the proceeds of any judgment or settlement you or we obtain against a third party. The proceeds of any judgment or settlement that you or we obtain shall first be applied to satisfy our lien, regardless of whether the total amount of the proceeds is less than the actual losses and damages you incurred.

Within 30 days after submitting or filing a claim or legal action against a third party, you must send written notice of the claim or legal action to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Attention: Patient Financial Services Dep't
2101 East Jefferson Street, Rockville, Maryland 20852

In order for us to determine the existence of any rights we may have and to satisfy those rights, you must complete and send us all consents, releases, authorizations, assignments, and other documents, including lien forms directing your attorney, the third party, and the third party's liability insurer to pay us directly. You may not agree to waive, release, or reduce our rights under this provision without our prior, written consent.

If your estate, parent, guardian, or conservator asserts a claim against a third party based on your injury or illness, your estate, parent, guardian, or conservator and any settlement or judgment recovered by the estate, parent, guardian, or conservator shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the third party. We may assign our rights to enforce our liens and other rights.

SECTION 17. U.S. Department of Veterans Affairs

For any services for conditions arising from military service that the law requires the Department of Veterans Affairs to provide, we will not pay the Department of Veterans Affairs, and when we cover any such services we may recover the value of the services from the Department of Veterans Affairs.

SECTION 18. Workers' compensation or employer's liability benefits

As stated in Chapter 1, Section 7, workers' compensation usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue primary payments under workers' compensation or employer's liability law. You may be eligible for payments or other benefits, including amounts received as a settlement (collectively referred to as "Financial Benefit"), under workers' compensation or employer's liability law. We will provide covered services even if it is unclear

whether you are entitled to a Financial Benefit, but we may recover the value of any covered services from the following sources:

- From any source providing a Financial Benefit or from whom a Financial Benefit is due.
- From you, to the extent that a Financial Benefit is provided or payable or would have been required to be provided or payable if you had diligently sought to establish your rights to the Financial Benefit under any workers' compensation or employer's liability law.

SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance

We are subject to regulation in this Commonwealth by the State Corporation Commission Bureau of Insurance pursuant to Title 38.2 and by the Virginia Department of Health pursuant to Title 32.1.

In the event you need to contact someone about this insurance for any reason, please contact your agent. If no agent was involved in the sale of this insurance, or if you have additional questions, you may contact Kaiser Permanente at the following address and telephone number:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
P.O. Box 6831
2101 East Jefferson Street
Rockville MD 20849-6831
301-468-6000 or 1-800-777-7902

We recommend that you familiarize yourself with our customer satisfaction and appeals processes as described in Chapter 7: "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," and make use of it before taking any other action.

If you have been unable to contact or obtain satisfaction from the company or your agent, you may contact the Virginia State Corporation Commission's Bureau of Insurance at:

State Corporation Commission
Bureau of Insurance
P.O. Box 115
Richmond VA 23218
804-371-9741 or 1-800-552-7945

Written correspondence is preferable so that a record of your inquiry is maintained. When contacting your agent, Kaiser Permanente, or the Bureau of Insurance, have your policy number available

CHAPTER 10. Definitions of important words

Allowance – A specified credit amount that you can use toward the purchase price of an item. If the price of the item(s) you select exceeds the allowance, you will pay the amount in excess of the allowance, which does not apply to the annual out-of-pocket maximum.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Annual Enrollment Period – A set time each fall when members can change their health or drug plans. The Annual Enrollment Period is from October 15 until December 7. (As a member of a Medicare Cost Plan, you can switch to Original Medicare at any time. But you can only join a new Medicare health or drug plan during certain times of the year, such as the Annual Enrollment Period.)

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or payment for services you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for an item or service you think you should be able to receive. Chapter 7 explains appeals, including the process involved in making an appeal.

Balance Billing – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost-sharing amount. As a member of our plan, you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

Benefit Period – The way that both our plan and Original Medicare measure your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Coinsurance – An amount you may be required to pay as your share of the cost for services. Coinsurance is usually a percentage (for example, 20%) of Plan Charges.

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used for certain types of problems only. This includes problems related to quality of care, waiting times, and the customer service you receive. See also "Grievance," in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Coordination of Benefits (COB) – Coordination of Benefits is a provision used to establish the order in which claims are paid when you have other insurance. If you have Medicare and other health insurance or coverage, each type of coverage is called a "payer." When there is more than one payer, there are "coordination of benefits" rules that decide which one pays first. The "primary payer" pays what it owes on your bills first, and then sends the rest to the "secondary payer" to pay. If payment owed to us is sent directly to you, you are required under Medicare law to give the payment to us. In some cases, there may also be a third payer. See Chapter 1 (Section 7) and Chapter 9 (Section 8) for more information.

Copayment – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit or hospital outpatient visit. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit.

Cost-Sharing – Cost-sharing refers to amounts that a member has to pay when services are received. (This is in addition to our plan's monthly premium.) Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services are covered; (2) any fixed "copayment" amount that a plan requires when a specific service is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service that a plan requires when the service is received. Note: In some cases, you may not pay all applicable cost-sharing at the time you receive the services, and we will send you a bill later for the cost-sharing. For example, if you receive nonpreventive care during a scheduled preventive care visit, we may bill you later for the cost-sharing applicable to the nonpreventive care. For items ordered in advance, you pay the copayment in effect on the order date (although we will not cover the item unless you still have coverage for it on the date you receive it) and you may be required to pay the copayment when the item is ordered.

Covered Services – The general term we use to mean all of the health care services and items that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Deductible – The amount you must pay for health care before our plan begins to pay.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Durable Medical Equipment – Certain medical equipment that is ordered by your doctor for medical reasons. Examples are walkers, wheelchairs, or hospital beds.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

Emergency Medical Condition – Either: (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a plan hospital (or designated hospital) before delivery or if transfer poses a threat to your (or your unborn child's) health and safety.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Grievance – A type of complaint you make about us or one of our network providers, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Group Health Cooperative (GHC) – When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or GHC service area. GHC is located in parts of Washington and Northern Idaho. For more information, please refer to Chapter 3, Section 2.2, and you may visit GHC's website at ghc.org/about_gh/index.jhtml.

Home Health Aide – A home health aide provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (for example, bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Home Health Care – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered services are listed in the Medical Benefits Chart in Chapter 4. We cover home health care in accord with Medicare guidelines. Home health care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren't covered unless you are also getting a covered skilled service. Home health services do not include the services of housekeepers, food service arrangements, or full-time nursing care at home.

Hospice – An enrollee who has six months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums, you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

Hospital Inpatient Stay – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an "outpatient."

Income Related Monthly Adjustment Amount (IRMAA) – If your income is above a certain limit, you will pay an income-related monthly adjustment amount in addition to your plan premium. For example, individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the seven-month period that begins three months before the month you turn 65, includes the month you turn 65, and ends three months after the month you turn 65.

Inpatient Hospital Care – Health care that you get during an inpatient stay in an acute care general hospital.

Kaiser Foundation Health Plan (Health Plan) – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc, is a nonprofit corporation and a Medicare Cost Plan. This **Evidence of Coverage** sometimes refers to Health Plan as "we" or "us."

Kaiser Permanente – Kaiser Foundation Hospitals, Health Plan, and the Medical Group.

Kaiser Permanente Region – A Kaiser Foundation Health Plan organization or allied plan that conducts a direct-service health care program. When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or Group Health Cooperative service area. For more information, please refer to Chapter 3, Section 2.2.

Long-Term Care Hospital – A Medicare-certified acute-care hospital that typically provide Medicare covered services such as comprehensive rehabilitation, respiratory therapy, head trauma treatment, and pain management. They are not long-term care facilities such as convalescent or assisted living facilities.

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for Part A and Part B services covered by our plan. Amounts you pay for your plan premiums and Medicare Part A and Part B premiums do not count toward the maximum out-of-pocket amount. See Chapter 4, Section 1.2, for information about your maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6, for information about how to contact Medicaid in your state.

Medical Care or Services – Health care services or items. Some examples of health care items include durable medical equipment, eyeglasses, and drugs covered by Medicare Part A or Part B.

Medical Group – It is the network of plan providers that our plan contracts with to provide covered services to you. The name of our medical group is the Mid-Atlantic Permanente Medical Group, P.C., a for-profit professional corporation.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, a PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area, except people with End-Stage Renal Disease (unless certain exceptions apply).

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-Inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

"Medigap" (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Cost Plan is not a Medigap policy.)

Member (Member of our Plan, or "Plan Member") – A person with Medicare who is eligible to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

Network Physician – Any licensed physician who is a partner or employee of the Medical Group, or any licensed physician who contracts to provide services to our members (but not including physicians who contract only to provide referral services).

Network Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. We call them "**network providers**" when they have an agreement with our plan to accept our payment as payment in full, and in some cases, to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as "plan providers."

Organization Determination – The Cost plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. The Cost plan's network provider or facility has also made an organization determination when it provides you with an item or service, or refers you to an out-of-network provider for an item or service. Organization determinations are called "coverage decisions" in this booklet. Chapter 7 explains how to ask us for a coverage decision.

Original Medicare ("Traditional Medicare" or "Fee-for-Service" Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for "Cost-Sharing" above. A member's cost-sharing requirement to pay for a portion of services received is also referred to as the member's "out-of-pocket" cost requirement.

PACE Plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) for as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

Part C – See "**Medicare Advantage (MA) Plan.**"

Plan – Kaiser Permanente Medicare Plus.

Plan Charges – Plan Charges means the following:

- For services provided by the Medical Group or Kaiser Foundation Hospitals, the charges in Health Plan's schedule of Medical Group and Kaiser Foundation Hospitals charges for services provided to members.
- For services for which a provider (other than the Medical Group or Kaiser Foundation Hospitals) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider.
- For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a member for the item if a member's benefit plan did not cover the item (this amount is an estimate of: the cost of acquiring, storing, and dispensing drugs; the direct and indirect costs of providing Kaiser Permanente pharmacy services to members; and the pharmacy program's contribution to the net revenue requirements of Health Plan).
- For all other services, the payments that Kaiser Permanente makes for the services or, if Kaiser Permanente subtracts cost-sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost-sharing.

Post-Stabilization Care – Medically necessary services related to your emergency medical condition that you receive after your treating physician determines that this condition is clinically stable. You are considered clinically stable when your treating physician believes, within a reasonable medical probability and in accordance with recognized medical standards, that you are safe for discharge or transfer and that your condition is not expected to get materially worse during or as a result of the discharge or transfer.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Member cost-sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both network (preferred) and out-of-network (nonpreferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health care or prescription drug coverage.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1, for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services. Some in-network medical services are covered only if your doctor or other network provider gets "prior authorization" from our plan. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4 and described in Chapter 3, Section 2.3.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4, for information about how to contact the QIO for your state.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (nonemergency) services. Our plan may disenroll you if you permanently move out of our plan's service area.

Services – Health care services or items.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Enrollment Period – A set time when members can change their health or drug plans or return to Original Medicare. Situations in which you may be eligible for a special enrollment period include: if you move outside the service area, if you are getting "Extra Help" with your prescription drug costs, if you move into a nursing home, or if we violate our contract with you.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

Kaiser Permanente Medicare Plus Member Services

METHOD	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

State Health Insurance Assistance Program

A State Health Insurance Assistance Program (SHIP) is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. Please refer to Chapter 2, Section 3, for SHIP contact information.

January 1 – December 31, 2016

Evidence of Coverage

Your Medicare Health Benefits and Services as a Member of Kaiser Permanente Medicare Plus (Cost)

This booklet gives you the details about your Medicare health care coverage from January 1 to December 31, 2016. It explains how to get coverage for the health care services you need. This is an important legal document. Please keep it in a safe place.

This plan, Kaiser Permanente Medicare Plus, is offered by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When this **Evidence of Coverage** says "we," "us," or "our," it means Health Plan. When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Member Services has free language interpreter services available for non-English speakers (phone numbers are printed on the back cover of this booklet).

This information is available in a different format for the visually impaired by calling Member Services (phone numbers are printed on the back cover of this booklet).

Benefits, premium, deductible, and/or copayments/coinsurance may change on January 1, 2017.

2016 Evidence of Coverage

Table of Contents

This list of chapters and page numbers is your starting point. For more help in finding information you need, go to the first page of a chapter. You will find a detailed list of topics at the beginning of each chapter.

CHAPTER 1. Getting started as a member..... 1

Explains what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, your plan premium, your plan membership card, and keeping your membership record up-to-date.

CHAPTER 2. Important phone numbers and resources 11

Tells you how to get in touch with our plan (Medicare Plus) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), and the Railroad Retirement Board.

CHAPTER 3. Using our plan's coverage for your medical services 21

Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in our plan's network and how to get care when you have an emergency.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay) 34

Gives the details about which types of medical care are covered and *not* covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.

CHAPTER 5. Asking us to pay our share of a bill you have received for covered medical services..... 93

Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services.

CHAPTER 6. Your rights and responsibilities 97

Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.

CHAPTER 7. What to do if you have a problem or complaint (coverage decisions, appeals, and complaints) 106

Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care you think is covered by our plan. This includes asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.
- Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.

CHAPTER 8. Ending your membership in our plan..... 142

Explains when and how you can end your membership in our plan.
Explains situations in which our plan is required to end your membership.

CHAPTER 9. Legal notices 147

Includes notices about governing law and about nondiscrimination.

CHAPTER 10. Definitions of important words 153

Explains key terms used in this booklet.

AMENDMENT. "What You Need To Know" – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices

CHAPTER 1. Getting started as a member

SECTION 1. Introduction	2
Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan	2
Section 1.2 What is the Evidence of Coverage booklet about?	2
Section 1.3 Legal information about the Evidence of Coverage.....	3
SECTION 2. What makes you eligible to be a plan member?	3
Section 2.1 Your eligibility requirements	3
Section 2.2 What are Medicare Part A and Medicare Part B?	3
Section 2.3 Here is our plan service area for Medicare Plus.....	4
SECTION 3. What other materials will you get from us?	4
Section 3.1 Your plan membership card—use it to get the care covered by our plan	4
Section 3.2 The Provider Directory: Your guide to all providers in our network.....	5
SECTION 4. Your monthly premium for our plan	6
Section 4.1 How much is your plan premium?	6
Section 4.2 There are several ways you can pay your plan premium	7
Section 4.3 Can we change your monthly plan premium during the year?	8
SECTION 5. Please keep your plan membership record up-to-date.....	8
Section 5.1 How to help make sure that we have accurate information about you.....	8
SECTION 6. We protect the privacy of your personal health information.....	9
Section 6.1 We make sure that your health information is protected	9
SECTION 7. How other insurance works with our plan	10
Section 7.1 Which plan pays first when you have other insurance?	10

SECTION 1. Introduction

Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan

You are covered by Medicare, and you have chosen to get your Medicare health care coverage through our plan, Kaiser Permanente Medicare Plus. There are different types of Medicare health plans. Medicare Plus is a Medicare Cost Plan. This plan does not include Part D prescription drug coverage. Like all Medicare health plans, this Medicare Cost Plan is approved by Medicare and run by a private company.

Section 1.2 What is the Evidence of Coverage booklet about?

This **Evidence of Coverage** booklet tells you how to get your Medicare medical care covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of our plan.

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage**:

- Kaiser Permanente Medicare Plus High w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**High Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/o D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Part B Only Option**" plan for members without Medicare Part A coverage.

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

The words "coverage" and "covered services" refer to the medical care and services available to you as a member of our plan.

It's important for you to learn what our plan's rules are and what services are available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** booklet.

If you are confused or concerned or just have a question, please contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.3 Legal information about the Evidence of Coverage

It's part of our contract with you

This **Evidence of Coverage** is part of our contract with you about how our plan covers your care. Other parts of this contract include your enrollment form, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The contract is in effect for the months in which you are enrolled in Medicare Plus between January 1, 2016, and December 31, 2016.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of our plan after December 31, 2016. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2016.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer our plan and Medicare renews its approval of our plan.

SECTION 2. What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You have Medicare Part B (or you have both Part A and Part B) (Section 2.2 below tells you about Medicare Part A and Medicare Part B).
- – *and* – you live in our geographic service area (Section 2.3 below describes our service area).
- – *and* – you do not have End-Stage Renal Disease (ESRD), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer.

Section 2.2 What are Medicare Part A and Medicare Part B?

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services), skilled nursing facilities, or home health agencies.
- Medicare Part B is for most other medical services (such as physician's services and other outpatient services) and certain items (such as durable medical equipment and supplies).

Section 2.3 Here is our plan service area for Medicare Plus

Although Medicare is a federal program, our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes the city of Washington D.C. and these cities and counties in Maryland and Virginia: Alexandria City, Anne Arundel, Arlington, Baltimore County, Baltimore City, Carroll County, Fairfax City, Fairfax County, Falls Church City, Harford County, Howard County, Loudoun County, Manassas City, Manassas Park City, Montgomery County, Prince George's County, and Prince William County.

Also, our service area includes these parts of counties in Maryland, in the following ZIP codes only:

- **Calvert County:** 20639, 20678, 20689, 20714, 20732, 20736, and 20754.
- **Charles County:** 20601, 20602, 20603, 20604, 20612, 20616, 20617, 20637, 20640, 20643, 20646, 20658, 20675, 20677, and 20695.
- **Frederick County:** 21701, 21702, 21703, 21704, 21705, 21709, 21710, 21714, 21716, 21717, 21718, 21754, 21755, 21758, 21759, 21762, 21769, 21770, 21771, 21774, 21775, 21777, 21790, 21792, and 21793.

In addition, we offer coverage in several states. However, there may be cost or other differences between the plans we offer in each state. If you move out of state and into a state that is still within our service area, you must call Member Services in order to update your information. If you move into a state outside of our service area, you cannot remain a member of our plan. Please call Member Services to find out if we have a plan in your new state.

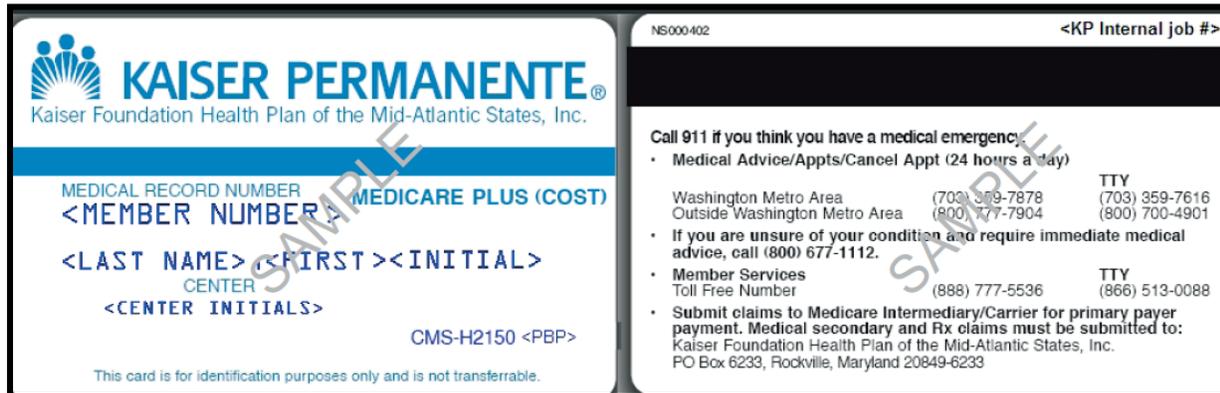
If you plan to move out of the service area, please contact Member Services (phone numbers are printed on the back cover of this booklet). When you move, you will have a special enrollment period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

SECTION 3. What other materials will you get from us?

Section 3.1 Your plan membership card—use it to get the care covered by our plan

We will send you a plan membership card. You should use this card whenever you get covered services from a Medicare Plus network provider. Here's a sample membership card to show you what yours will look like:



If your plan membership card is damaged, lost, or stolen, call Member Services right away and we will send you a new card. Phone numbers for Member Services are printed on the back cover of this booklet.

Because Medicare Plus is a Medicare Cost Plan, you should also **keep your red, white, and blue Medicare card with you**. As a Cost Plan member, if you receive Medicare-covered services (except for emergency or urgent care) from an out-of-network provider or when you are outside of our service area, these services will be paid for by Original Medicare, not our plan. In these cases, you will be responsible for Original Medicare deductibles and coinsurance. (If you receive emergency or urgent care from an out-of-network provider or when you are outside of our service area, our plan will pay for these services.) It is important that you keep your red, white, and blue Medicare card with you for when you receive services paid for under Original Medicare.

Section 3.2 The Provider Directory: Your guide to all providers in our network

The **Provider Directory** lists our network providers.

What are "network providers"?

Network providers are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost-sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan. However, members of our plan may also get services from out-of-network providers. If you get care from out-of-network providers, you will pay the cost-sharing amounts under Original Medicare.

If you don't have your copy of the **Provider Directory**, you can request a copy from Member Services (phone numbers are printed on the back cover of this booklet). You may ask Member Services for more information about our network providers, including their qualifications. You can view or download the **Provider Directory** at kp.org/directory. Both Member Services and our website can give you the most up-to-date information about our network providers.

SECTION 4. Your monthly premium for our plan

Section 4.1 How much is your plan premium?

As a member of our plan, you pay a monthly plan premium. The table below shows the monthly plan premium amount for each plan we are offering in the service area. In addition, you must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Medicare Plus plan name	Monthly plan premium
<p>High Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p>	<p>\$85</p>
<p>Standard Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p>	<p>\$15</p>
<p>Basic Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.</p>	<p>\$0</p>
<p>Basic Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.</p>	<p>\$373</p>

Many members are required to pay other Medicare premiums

In addition to paying the monthly plan premium, many members are required to pay other Medicare premiums. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. And most plan members pay a premium for Medicare Part B. You must continue paying your Medicare Part B premium to remain a member of our plan.

Your copy of **Medicare & You** 2016 gives you information about Medicare premiums in the section called "2016 Medicare Costs." This explains how the Medicare Part B premium differs for people with different incomes. Everyone with Medicare receives a copy of **Medicare & You** each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of **Medicare & You** 2016 from the Medicare website (<http://www.medicare.gov>) or you can order a printed copy by phone at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users call **1-877-486-2048**.

Section 4.2 There are several ways you can pay your plan premium

There are three ways you can pay your plan premium. You will pay by check (Option 1) unless you tell us that you want your premium automatically deducted from your bank (Option 2) or your Social Security check (Option 3). To sign up for Option 2 or 3, or to change your selection at any time, please call Member Services and tell us which option you want.

If you decide to change the way you pay your premium, it can take up to three months for your new payment method to take effect. While we are processing your request for a new payment method, you are responsible for making sure that your plan premium is paid on time.

Option 1: You can pay by check or money order

You may send your monthly plan premium directly to us. We must receive your check made payable to "**Kaiser Permanente**" on or before the first of the coverage month at the following address:

Kaiser Permanente
Membership Accounting Department
PO Box 64199
Baltimore, MD 21264-4199

Note: You cannot pay in person.

Option 2: You can sign up for electronic funds transfer (EFT)

Instead of paying by check, you can have your monthly plan premium automatically withdrawn from your bank account. Please call Member Services to learn how to start or stop automatic payments of your plan premium and other details about this option, such as when your monthly withdrawal will occur. You can also make a payment using a credit card over the phone by calling our Membership Administration Department at **800-777-7902**, 8:00 a.m. to 4:30 p.m., Monday through Friday.

Option 3: You can have our plan premium taken out of your monthly Social Security check

You can have our plan premium taken out of your monthly Social Security check. Contact Member Services for more information about how to pay your monthly plan premium this way. We will be happy to help you set this up. Phone numbers for Member Services are printed on the back cover of this booklet.

What to do if you are having trouble paying your plan premium

Your plan premium is due in our office by the first day of the coverage month. If we have not received your premium payment by the 10th day of the coverage month, we will send you a notice telling you that your plan membership will end if we do not receive your premium payment within 90 days.

If you are having trouble paying your plan premium on time, please contact Member Services to see if we can direct you to programs that will help with your plan premium. Phone numbers for Member Services are printed on the back cover of this booklet.

If we end your membership because you did not pay your premium, you will have health coverage under Original Medicare.

At the time we end your membership, you may still owe us for premiums you have not paid. We have the right to pursue collection of the premiums you owe.

If you think we have wrongfully ended your membership, you have a right to ask us to reconsider this decision by making a complaint. Chapter 7, Section 9, in this booklet tells you how to make a complaint. If you had an emergency circumstance that was out of your control and it caused you to not be able to pay your premiums within our grace period, you can ask Medicare to reconsider this decision by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 4.3 Can we change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for our plan's monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.

SECTION 5. Please keep your plan membership record up-to-date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage, including your Primary Care Provider.

The doctors, hospitals, and other providers in our network need to have correct information about you. These network providers use your membership record to know what services are covered and the cost-sharing amounts for you. Because of this, it is very important that you help us keep your information up-to-date.

Let us know about these changes:

- Changes to your name, your address, or your phone number.
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid).
- If you have any liability claims, such as claims from an automobile accident.
- If you have been admitted to a nursing home.
- If you receive care in an out-of-area or out-of-network hospital or emergency room.
- If your designated responsible party (such as a caregiver) changes.
- If you are participating in a clinical research study.

If any of this information changes, please let us know by calling Member Services (phone numbers are printed on the back cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 6. We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 6, Section 1.4, of this booklet.

SECTION 7. How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the "primary payer" and pays up to the limits of its coverage. The one that pays second, called the "secondary payer," only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends upon your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - ◆ If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.
 - ◆ If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
 - ◆ If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance).
- Liability (including automobile insurance).
- Black lung benefits.
- Workers' compensation.

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2. Important phone numbers and resources

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan).....	12
SECTION 2. Medicare (how to get help and information directly from the federal Medicare program).....	14
SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare).....	15
SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)	17
SECTION 5. Social Security	17
SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources).....	18
SECTION 7. How to contact the Railroad Retirement Board	20
SECTION 8. Do you have "group insurance" or other health insurance from an employer?	20

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)

How to contact our plan's Member Services

For assistance with claims, billing, or membership card questions, please call or write to Medicare Plus Member Services. We will be happy to help you.

Method	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. An appeal is a formal way of asking us to review and change a coverage decision we have made. You can make a complaint about us or one of our network providers, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes.

For more information about asking for a coverage decision or making an appeal or a complaint about your medical care, see Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." You may call us if you have questions about our coverage decision process.

Method	Coverage decisions, appeals, or complaints for medical care – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org
MEDICARE WEBSITE	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare, go to <u>www.medicare.gov/MedicareComplaintForm/home.aspx</u> .

Where to send a request asking us to pay for our share of the cost for medical care you have received

For more information about situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 5, "Asking us to pay our share of a bill you have received for covered medical services."

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," for more information.

Method	Payment requests – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Payment requests – contact information
	2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called "CMS"). This agency contracts with Medicare Advantage and Medicare Cost Plan organizations, including our plan.

Method	Medicare – contact information
CALL	1-800-MEDICARE or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<u>http://www.medicare.gov</u> This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state. The Medicare website also has detailed information about your Medicare eligibility and enrollment options, with the following tools: <ul style="list-style-type: none"> • Medicare Eligibility Tool: Provides Medicare eligibility status information. • Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and

Method	Medicare – contact information
	<p data-bbox="464 306 1377 411">Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans.</p> <p data-bbox="431 432 1409 495">You can also use the website to tell Medicare about any complaints you have about our plan:</p> <ul data-bbox="431 520 1414 705" style="list-style-type: none">• Tell Medicare about your complaint: You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. <p data-bbox="431 730 1398 940">If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called **Health Insurance Counseling Project**.
- In Maryland, the SHIP is called **Maryland Department of Aging**.
- In Virginia, the SHIP is called **Virginia Insurance Counseling and Assistance Program**.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

Method	Health Insurance Counseling Project (District of Columbia's SHIP) – contact information
CALL	202-994-6272
TTY	202-994-6656 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	2136 Pennsylvania Avenue, N.W., Washington, DC 20052
WEBSITE	www.law.gwu.edu/academics/el/clinics/insurance/

Method	Maryland Department of Aging – contact information
CALL	410-767-1100 or toll free 1-800-243-3425
TTY	711
WRITE	301 West Preston St., Suite 1007, Baltimore, MD 21201
WEBSITE	mdoa.state.md.us/

Method	Virginia Insurance Counseling and Assistance Program – contact information
CALL	804-662-9333 or toll free 1-800-552-3402
TTY	711
WRITE	1610 Forest Avenue, Suite 100, Henrico, VA 23229
WEBSITE	vda.virginia.gov

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For District of Columbia, Maryland, and Virginia, the Quality Improvement Organization is called KEPRO.

KEPRO has a group of doctors and other health care professionals who are paid by the federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KEPRO is an independent organization. It is not connected with our plan.

You should contact KEPRO in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

Method	KEPRO (District of Columbia's, Maryland's, and Virginia's QIO) – contact information
CALL	1-844-455-8708
TTY	1-855-843-4776 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609
WEBSITE	www.keproqio.com

SECTION 5. Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – contact information
CALL	1-800-772-1213 Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday. You can use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday.
WEBSITE	http://www.ssa.gov

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, coinsurance, and copayments). Some people with QMB are also eligible for full Medicaid benefits (QMB+).
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).
- **Qualified Individual (QI):** Helps pay Part B premiums.
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact the Medicaid agency for your state listed below.

Method	Department of Healthcare Finance (District of Columbia's Medicaid program) – contact information
CALL	202-442-5988
TTY	711
WRITE	441 4th Street NW, 900S, Washington, DC 20001
WEBSITE	dhcf.dc.gov

Method	Maryland Medical Assistance Program/HealthChoice – contact information
CALL	410-767-5800 or toll free 1-800-492-5231
TTY	1-800-735-2258 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	dhmh.state.md.us/mma/healthchoice/index.html

Method	Virginia Department of Medical Assistance Services – contact information
CALL	804-786-6145 or toll free 1-800-643-2273
TTY	711
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	dmasva.dmas.virginia.gov

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

SECTION 7. How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – contact information
CALL	1-877-772-5772 Calls to this number are free. Available 9:00 a.m. to 3:30 p.m., Monday through Friday. If you have a touch-tone telephone, recorded information and automated services are available 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are not free.
WEBSITE	http://www.rrb.gov

SECTION 8. Do you have "group insurance" or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Member Services if you have any questions. You can ask about your (or your spouse's) employer or retiree health benefits, premiums, or the enrollment period. Phone numbers for Member Services are printed on the back cover of this booklet. You may also call **1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048)** with questions related to your Medicare coverage under this plan.

CHAPTER 3. Using our plan's coverage for your medical services

SECTION 1. Things to know about getting your medical care covered as a member of our plan 22

Section 1.1 What are "network providers" and "covered services"?..... 22

Section 1.2 Basic rules for getting your medical care covered by our plan 22

SECTION 2. Use providers in our network to get your medical care..... 23

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care 23

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP? 24

Section 2.3 How to get care from specialists and other network providers 25

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster 27

Section 3.1 Getting care if you have a medical emergency 27

Section 3.2 Getting care when you have an urgent need for services 28

Section 3.3 Getting care during a disaster 29

SECTION 4. What if you are billed directly for the full cost of your covered services? 29

Section 4.1 You can ask us to pay our share of the cost for covered services 29

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost 29

SECTION 5. How are your medical services covered when you are in a "clinical research study"?..... 30

Section 5.1 What is a "clinical research study"? 30

Section 5.2 When you participate in a clinical research study, who pays for what? 31

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution" 31

Section 6.1 What is a religious nonmedical health care institution?..... 31

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan? 32

SECTION 7. Rules for ownership of durable medical equipment 32

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan? 32

SECTION 1. Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using our plan to get your medical care covered. It gives you definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by our plan.

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the Medical Benefits Chart in the next chapter, Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

Section 1.1 What are "network providers" and "covered services"?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **"Providers"** are doctors and other health care professionals licensed by the state to provide medical services and care. The term "providers" also includes hospitals and other health care facilities.
- **"Network providers"** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan.
- **"Covered services"** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the Medical Benefits Chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care covered by our plan

As a Medicare health plan, our plan must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

We will generally cover your medical care as long as:

- **The care you receive is included in our plan's Medical Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- **You generally must receive your care from a network provider for our plan to cover the services.**
 - ♦ If we do not cover services you receive from an out-of-network provider, the services will be covered by Original Medicare if they are Medicare-covered services. Except for emergency or urgently needed services, if you get services covered by Original Medicare

from an out-of-network provider then you must pay Original Medicare's cost-sharing amounts. For information on Original Medicare's cost-sharing amounts, call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- ◆ You should get supplemental benefits from a network provider. If you get covered supplemental benefits, such as dental care, from an out-of-network provider, then you must pay the entire cost of the service.
- ◆ If an out-of-network provider sends you a bill that you think we should pay, please contact Member Services (phone numbers are printed on the back cover of this booklet). Generally, it is best to ask an out-of-network provider to bill Original Medicare first, and then to bill us for the remaining amount. We may require the out-of-network provider to bill Original Medicare. We will then pay any applicable Medicare coinsurance and deductibles minus your copayments on your behalf.
- **You have a network primary care provider** (a PCP) who is providing and overseeing your care. As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - ◆ In most situations, your network PCP must give you approval in advance before you can use other providers in our plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a "referral" (for more information about this, see Section 2.3 in this chapter).
 - ◆ Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 in this chapter).

SECTION 2. Use providers in our network to get your medical care

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a "PCP" and what does the PCP do for you?

As a member, you must choose a network provider to be your primary care provider. Your primary care provider is a physician in family medicine, adult medicine, general practice, or obstetrics/gynecology who meets state requirements and is trained to give you primary medical care.

Your PCP will provide most of your health care and will arrange or coordinate your covered care with other Medical Group physicians and other providers. If you need certain types of covered services or supplies, you must get approval in advance from your PCP. For specialty care and other services, your PCP will need to get prior authorization (prior approval) from us as described in Section 2.3 in this chapter.

You are free to get care from other Medical Group PCPs if your PCP is not available, and at any Kaiser Permanente medical office.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

How do you choose your PCP?

You may select a primary care plan physician from any of our available plan physicians who practice in these specialties: internal medicine, family medicine, and pediatrics. Also, women can select any available primary care plan physician from obstetrics/gynecology. Your PCP must be a Medical Group physician, unless we designate otherwise. If you do not select a PCP, then one will be selected for you from the available Medical Group physicians.

When you make a selection, it is effective immediately. To learn how to select a primary care plan physician, please call Member Services. You can also make your selection at **kp.org**. If there is a particular plan specialist or hospital that you want to use, check first to be sure your PCP makes referrals to that specialist, or uses that hospital.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our network of providers and you would have to find a new PCP.

To change your PCP, call Member Services. When you call, be sure to tell Member Services if you are seeing specialists or getting other covered services that need your PCP's approval (such as home health services and durable medical equipment). Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will tell you when the change to your new PCP will take effect. Generally, changes are effective the first of the month following the date when we receive your request.

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP?

You can get the services listed below without getting approval in advance from your PCP:

- Routine women's health care, which includes breast exams, screening mammograms (X-rays of the breast), Pap tests, and pelvic exams, as long as you get them from a network provider.
- Flu shots and Hepatitis B vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed services from network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, for example, when you are temporarily outside of our service area.
- If you visit the service area of another Kaiser Permanente region or Group Health Cooperative (GHC), you can receive certain care from designated providers in that service area. Please call Member Services for more information about getting care when visiting another Kaiser Permanente region's service area or the GHC service area, including coverage information and facility locations in parts of California, Colorado, Georgia, Hawaii, Idaho, Oregon, and Washington.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

Referrals from your PCP

You will usually see your PCP first for most of your routine health care needs. There are only a few types of covered services you may get on your own, without getting approval from your PCP first, which are described in Section 2.2. Also, your PCP will need to request authorization from our plan for referrals to specialists.

- If you are seeing a non-plan specialist when you enroll in our plan, you will be required in most instances to switch to a plan specialist. If your current specialist is not a plan specialist and you wish to continue to receive services from that non-plan specialist, you may continue to do so under your Original Medicare benefits, if he/she participates in the Medicare program. In that instance, you will be required to pay Original Medicare cost-sharing because the services will not be covered by our plan.

Prior authorization

For the services and items listed below and in Chapter 4, Sections 2.1 and 2.2, your PCP will need to get approval in advance from our plan or Medical Group (this is called getting "prior authorization"). Decisions regarding requests for authorization will be made only by licensed physicians or other appropriately licensed medical professionals. If you get these services and items without prior authorization by our plan or Medical Group, the care will not be covered by our plan and you will have to pay Original Medicare's out-of-pocket amounts for the care.

- **Inpatient care.** For nonemergency admissions, the Medical Group and our plan will coordinate your care and determine which hospital you will be admitted. Your PCP or specialist must receive prior authorization from us for nonemergency admissions, including admissions to behavioral health, skilled nursing facilities, or other inpatient settings. We will determine the most appropriate facility for care. Depending upon your medical needs, we may transfer you from one network hospital or other inpatient setting, to another network hospital where Medical Group physicians are always on duty. In addition, we may transfer you from one network skilled nursing facility to another where Medical Group physicians make rounds and are available for urgent care.
- Medically necessary transgender surgery and associated procedures.
- **Network specialty care.** When your PCP believes that you need specialty care, he or she will request authorization from us. If specialty care is medically necessary, we will send you a written referral and authorize an initial consultation and/or a specified number of visits. After your initial consultation with the network specialist, you must then return to your PCP unless we have authorized more visits as specified in the written referral that we gave you.

Don't return to the network specialist after your initial consultation visit unless we have authorized additional visits in your referral. Otherwise, the services will not be covered and you will be responsible for paying Original Medicare cost-sharing and out-of-pocket expenses, instead of our plan's cost-sharing amounts. Here are some other things you should know about obtaining specialty care:

- ◆ If you need to see a network specialist frequently because you have been diagnosed with a condition or disease that requires ongoing specialized care, your PCP and your attending network specialist may develop a treatment plan that allows you to see the network specialist without additional referrals. Your PCP must contact us and your network specialist must use our criteria when creating your treatment plan, and the network specialist will need to get authorization before starting any treatment.
- **Out-of-network specialty care.** If your PCP decides that you require covered services not available from network providers, he or she will recommend to the Medical Group that you be referred to an out-of-network provider inside or outside our service area. The appropriate Medical Group designee will authorize the services if he or she determines that the covered services are medically necessary and are not available from a network provider. Referrals to out-of-network physicians will be for a specific treatment plan, which may include a standing referral if ongoing care is prescribed. Please ask your network physician what services have been authorized. If the out-of-network specialist wants you to come back for more care, be sure to check if the referral covers more visits to the specialist. If it doesn't, please contact your PCP.
- After we are notified that you need **post-stabilization care** from an out-of-network provider following emergency care, we will discuss your condition with the out-of-network provider. If we decide that you require post-stabilization care and that this care would be covered if you received it from a network provider, we will authorize your care from the out-of-network provider only if we cannot arrange to have a network provider (or other designated provider) provide the care. Please see Section 3.1 in this chapter for more information.

What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.

- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us at **1-888-777-5536 (TTY 711)** so we can assist you in finding a new provider and managing your care.

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster

Section 3.1 Getting care if you have a medical emergency

What is a "medical emergency" and what should you do if you have one?

A "medical emergency" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call **911** for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. The number to call is listed on the back of your membership card.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. High Option and Standard Option plan members, may get covered emergency medical care (including ambulance) when you need it anywhere in the world (claim forms required). For more information, see the Medical Benefits Chart in Chapter 4 of this booklet.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be either covered by our plan or Original Medicare. If your emergency care is provided by out-of-network providers, we will try to arrange for network

providers to take over your care as soon as your medical condition and the circumstances allow and we may choose to move you to a hospital where Medical Group physicians are always on duty. Our plan will cover your post-stabilization care if the services are provided by network providers, authorized by our plan, or the care is covered out-of-area urgent care. Otherwise, your post-stabilization care will be covered by Original Medicare and you will have to pay Original Medicare cost-sharing for post-stabilization care.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care—thinking that your health is in serious danger—and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, we will cover your care as long as you reasonably thought your health was in serious danger.

However, after the doctor has said that it was not an emergency, we will cover additional care only if you go to a network provider to get the additional care. If you get additional care from an out-of-network provider after the doctor says it was not an emergency, you will normally have to pay Original Medicare's cost-sharing.

Section 3.2 Getting care when you have an urgent need for services

What are "urgently needed services"?

"Urgently needed services" are a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers, or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are in our service area when you have an urgent need for care?

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible, and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

We know that sometimes it's difficult to know what type of care you need. That's why we have telephone advice nurses available to assist you. Our advice nurses are registered nurses specially trained to help assess medical symptoms and provide advice over the phone, when medically appropriate. Whether you are calling for advice or to make an appointment, you can speak to an advice nurse. They can often answer questions about a minor concern, tell you what to do if a network facility is closed, or advise you about what to do next, including making a same-day urgent care appointment for you if it's medically appropriate.

To speak with an advice nurse or make an appointment, please refer to your **Provider Directory** for appointment and advice telephone numbers.

What if you are outside our service area when you have an urgent need for care?

When you are outside the service area and cannot get care from a network provider, we will cover urgently needed services that you get from any provider. The High Option and Standard

Option plans cover urgently needed services anywhere in the world. For both Basic plans, coverage is limited to the United States and its territories.

Section 3.3 Getting care during a disaster

If the governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from us.

Please visit the following website—kp.org—for information on how to obtain needed care during a disaster.

Generally, during a disaster, we will allow you to obtain care from out-of-network providers at in-network cost-sharing.

SECTION 4. What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay our share of the cost for covered services

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 5, "Asking us to pay our share of a bill you have received for covered medical services," for information about what to do.

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost

Our plan covers all medical services that are medically necessary, listed in the Medical Benefits Chart (this chart is in Chapter 4 of this booklet), and obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by Original Medicare or are not covered by our plan. Also you will be responsible for payment if you obtain a plan service that was, obtained out-of-network and was not authorized. You have the right to seek care from any provider that is qualified to treat Medicare members. However, Original Medicare pays your claims and you must pay your cost-sharing.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it.

You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has more information about what to do if you want a coverage decision from us or want to appeal a decision we have already made. You may also call Member Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service, unless the plan offers, as a covered supplemental benefit, coverage beyond Original Medicare's limits. Any amounts you pay after the benefit has been exhausted will not count toward the out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

SECTION 5. How are your medical services covered when you are in a "clinical research study"?

Section 5.1 What is a "clinical research study"?

A clinical research study (also called a "clinical trial") is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has not approved, you will be responsible for paying all costs for your participation in the study.

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study and you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do not need to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do not need to be part of our plan's network of providers.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

Here is why you need to tell us:

- We can let you know whether the clinical research study is Medicare-approved.
- We can tell you what services you will get from clinical research study providers instead of from our plan.

If you plan on participating in a clinical research study, contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 5.2 When you participate in a clinical research study, who pays for what?

Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

Original Medicare pays most of the cost of the covered services you receive as part of the study.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will not pay for the new item or service that the study is testing, unless Medicare would cover the item or service even if you were not in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

Do you want to know more?

You can get more information about joining a clinical research study by reading the publication "Medicare and Clinical Research Studies" on the Medicare website (<http://www.medicare.gov>). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution"

Section 6.1 What is a religious nonmedical health care institution?

A religious nonmedical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility care. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious nonmedical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (nonmedical health care services). Medicare will only pay for nonmedical health care services provided by religious nonmedical health care institutions.

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan?

To get care from a religious nonmedical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is "non-excepted."

- "Non-excepted" medical care or treatment is any medical care or treatment that is voluntary and not required by any federal, state, or local law.
- "Excepted" medical treatment is medical care or treatment that you get that is not voluntary or is required under federal, state, or local law.

To be covered by our plan, the care you get from a religious nonmedical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to nonreligious aspects of care.
- If you get services from this institution that are provided to you in your home, we will cover these services only if your condition would ordinarily meet the conditions for coverage of services given by home health agencies that are not religious nonmedical health care institutions.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
 - ◆ You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
 - ◆ – *and* – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

Note: Covered services are subject to the same limitations and cost-sharing required for services provided by network providers as described in Chapters 4 and 10.

SECTION 7. Rules for ownership of durable medical equipment

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment includes items such as oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a provider for use in the home. Certain items, such as prosthetics, are always owned by the member. In this section, we discuss other types of durable medical equipment that must be rented.

In Original Medicare, people who rent certain types of durable medical equipment own the equipment after paying copayments for the item for 13 months. As a member of our plan, however, you usually will not acquire ownership of rented durable medical equipment items no matter how many copayments you make for the item while a member of our plan. Under certain

limited circumstances we will transfer ownership of the durable medical equipment item. Call Member Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

What happens to payments you have made for durable medical equipment if you switch to Original Medicare?

If you switch to Original Medicare after being a member of our plan and you did not acquire ownership of the durable medical equipment item while in our plan, you will have to make 13 new consecutive payments for the item while in Original Medicare in order to acquire ownership of the item. Your previous payments while in our plan do not count toward these 13 consecutive payments.

If you made payments for the durable medical equipment item under Original Medicare before you joined our plan, these previous Original Medicare payments also do not count toward the 13 consecutive payments. You will have to make 13 consecutive payments for the item under Original Medicare in order to acquire ownership. There are no exceptions to this case when you return to Original Medicare.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay)

SECTION 1. Understanding your out-of-pocket costs for covered services 35

- Section 1.1 Types of out-of-pocket costs you may pay for your covered services 35
- Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?..... 35
- Section 1.3 Our plan does not allow providers to "balance bill" you 36

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay 37

- Section 2.1 Your medical benefits and costs as a member of our plan..... 37

SECTION 3. What services are not covered by our plan? 85

- Section 3.1 Services we do *not* cover (exclusions) 85

SECTION 1. Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. It includes a Medical Benefits Chart that lists your covered services and shows how much you will pay for each covered service as a member of our plan. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services. In addition, please see Chapters 3, 9, and 10 for additional coverage information, including limitations (for example, coordination of benefits, durable medical equipment, home health care, skilled nursing facility care, and third party liability).

Also, be sure to read the Amendment titled "What You Need to Know – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices" for more information about your additional coverage.

Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- A "**copayment**" is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your copayments.)
- "**Coinsurance**" is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service, unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your coinsurance.)

Some people qualify for state Medicaid programs to help them pay their out-of-pocket costs for Medicare. These "Medicare Savings Programs" include the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), and Qualified Disabled & Working Individuals (QDWI) programs. If you are enrolled in one of these programs, you may still have to pay a copayment for the service, depending upon the rules in your state.

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?

There is a limit to how much you have to pay out-of-pocket each year for in-network medical services that are covered under Medicare Part A and Part B (see the Medical Benefits Chart in Section 2 below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of our plan, the most you will have to pay out-of-pocket for in-network covered Part A and Part B services in 2016 is **\$3,400** for High Option plan members, **\$5,500** for Standard Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members. The amounts you pay for copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premiums do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk (*) in the Medical Benefits Chart.

If you reach the maximum out-of-pocket amount of **\$3,400** for High Option plan members, **\$5,500** for Standard Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members, you will not have to pay any out-of-pocket costs for the rest of the year for in-network covered Part A and Part B services. However, you must continue to pay your plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 1.3 Our plan does not allow providers to "balance bill" you

As a member of our plan, an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don't pay certain provider charges. Here is how this protection works:

- If your cost-sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost-sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends upon which type of provider you see:
 - ◆ If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate (as determined in the contract between the provider and our plan).
 - ◆ If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
 - ◆ If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for nonparticipating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
- If you believe a provider has "balance billed" you, call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of our plan

The Medical Benefits Chart on the following pages lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare-covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) must be medically necessary. "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered by our plan. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
 - ◆ If you get Medicare-covered services from an out-of-network provider and we do not cover the services, Original Medicare will cover the services. For any services covered by Original Medicare instead of our plan, you must pay Original Medicare's cost-sharing amounts.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in our plan's network. This is called giving you a "referral." Chapter 3 provides more information about getting a referral and the situations when you do not need a referral.
- Some of the services listed in the Medical Benefits Chart are covered only if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from us. Covered services that need approval in advance are marked in the Medical Benefits Chart with a footnote (†). In addition, see Section 2.2 in this chapter and Chapter 3, Section 2.3, for more information about prior authorization, including other services that require prior authorization that are not listed in the Medical Benefits Chart.

Other important things to know about our coverage:

- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay more in our plan than you would in Original Medicare. For others, you pay less. (If you want to know more about the coverage and costs of Original Medicare, look in your **Medicare & You** 2016 handbook. View it online at <http://www.medicare.gov> or ask for a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.)

- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.

Sometimes Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2016, either Medicare or our plan will cover those services.

 You will see this apple next to the preventive services in the Medical Benefits Chart.

Note: The Medical Benefits Chart below describes the medical benefits of the following Kaiser Permanente Medicare Plus plans:

- **High Option.**
- **Standard Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

Medical Benefits Chart

Services that are covered for you	What you must pay when you get these services
<p> Abdominal aortic aneurysm screening</p> <p>A one-time screening ultrasound for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for this preventive screening.</p>
<p>Ambulance services</p> <ul style="list-style-type: none"> • Covered ambulance services include fixed wing, rotary wing, and ground ambulance services to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by our plan. • †Nonemergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. 	<p>You pay the following per one-way trip, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$375 for Basic Option or Basic Part B Only Option plan members.
<p> Annual routine physical exams for High Option and Standard Option plans</p> <p>Routine physical exams are covered if the exam is medically appropriate preventive care in accord with generally accepted professional standards of practice. This exam is covered once every 12 months.</p> <ul style="list-style-type: none"> • Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>There is no coinsurance, copayment, or deductible for this preventive care for High Option or Standard Option plan members.</p>
<p> Annual wellness visit</p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Note: Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a "Welcome to Medicare" visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>	
<p> Bone mass measurement†</p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
<p> Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39. • One screening mammogram every 12 months for women age 40 and older. • Clinical breast exams once every 24 months. 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p>Cardiac rehabilitation services†</p> <p>Comprehensive programs for cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's referral. Our plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p> <p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease.</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating well.</p>	
<p> Cardiovascular disease testing†</p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every five years (60 months).</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years.</p>
<p> Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical cancer or have had an abnormal Pap test and are of childbearing age: one Pap test every 12 months. 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>
<p>Chiropractic services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • We cover only manual manipulation of the spine to correct subluxation. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<p> Colorectal cancer screening</p> <ul style="list-style-type: none"> • For people 50 and older, the following are covered: <ul style="list-style-type: none"> ♦ Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months. ♦ Fecal occult blood test, every 12 months. • For people at high risk of colorectal cancer, we cover a screening colonoscopy (or screening barium enema as an alternative) every 24 months. • For people not at high risk of colorectal cancer, we cover a screening colonoscopy every 10 years (120 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>months), but not within 48 months of a screening sigmoidoscopy.</p>	
<p>Dental services for High and Standard plans*†</p> <ul style="list-style-type: none"> In general, preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are not covered by Original Medicare. However, for High Option or Standard Option plan members, we cover preventive and comprehensive dental care when provided by a participating dental provider as described at the end of this chart under "Dental benefits and fee schedule for High Option or Standard Option plan members" (please refer to that section for details about preventive and comprehensive dental coverage). Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Refer to "Dental benefits and fee schedule" at the end of the Medical Benefits Chart for cost-sharing information for High Option or Standard Option plan members.</p>
<ul style="list-style-type: none"> Accidental dental services: Prompt repair, but not replacement, of sound natural teeth within one year of the accident, when services begin within 60 days of the injury. Note: Injuries incurred while eating or chewing are not covered. <p>Limitations:</p> <ul style="list-style-type: none"> For Maryland or D.C. residents, Health Plan pays up to a \$2,000 maximum benefit per accident (this limit does not apply to residents of Virginia). Services must be provided by a plan provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$20 for High Option plan members. \$40 for Standard Option plan members. \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Depression screening</p> <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>
<p> Diabetes screening</p> <p>We cover this screening (includes fasting glucose tests) if you have any of the following risk factors: high blood pressure (hypertension), history of abnormal cholesterol and triglyceride levels (dyslipidemia), obesity, or a history</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered diabetes screening tests.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>most recent list of suppliers is available on our website at kp.org.</p> <p>You may also obtain any medically necessary durable medical equipment from any supplier that contracts with fee-for-service Medicare (Original Medicare). However, if our plan does not contract with this supplier, you will have to pay the cost-sharing under fee-for-service Medicare.</p>	
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <ul style="list-style-type: none"> • High Option and Standard Option plan members have worldwide emergency care coverage. • Basic Option and Basic Part B Only Option plan members have coverage while inside the United States and its territories. 	<p>\$75 per Emergency Department visit.</p> <p>This copayment does not apply if you are admitted directly to the hospital as an inpatient within 48 hours (it does apply if you are admitted as anything other than an inpatient; for example, it does apply if you are admitted for observation).</p> <p>†If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by our plan and your cost is the cost-sharing you would pay at a network hospital.</p>
<ul style="list-style-type: none"> • For High Option and Standard Option plan members, outpatient prescription drugs prescribed and provided outside the United States as part of covered emergency care are covered. 	<ul style="list-style-type: none"> • For High Option or Standard Option plan members, you pay the following for outpatient prescription drugs up to a 30-day supply: <ul style="list-style-type: none"> ◆ Generic drug: \$33. ◆ Brand-name drug: \$95. • Not covered for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p> Health and wellness education programs for High and Standard plans</p> <p>These are programs focused on clinical health conditions such as hypertension, cholesterol, asthma, and special diets. Programs are designed to enrich the health and lifestyles of members include weight management, fitness, and stress management classes at Kaiser Permanente medical centers. They include online recipes, information on a variety of health topics, a health encyclopedia, a drug encyclopedia, online health calculators which help members check their progress to better health, walking, and weight control programs. We offer healthy living seminars conducted by health care professionals, physical activity programs, and health fair activities including preventive care screenings and services that involve working with Kaiser Permanente representatives to complete and review total health assessments. Access to this information as well as online sign-up for classes available in your area can be found at kp.org/myhealth after selecting your region.</p>	<ul style="list-style-type: none"> • No charge for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Part B Only Option plan members.
<p>Hearing services†</p> <ul style="list-style-type: none"> • Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> HIV screening</p> <ul style="list-style-type: none"> • For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover one screening exam every 12 months. • For women who are pregnant, we cover up to three screening exams during a pregnancy. 	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered preventive HIV screening.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Home health agency care†</p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none">• Part-time or intermittent skilled nursing and home health aide services. To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week.• Physical therapy, occupational therapy, and speech therapy.• Medical and social services.• Medical equipment and supplies.	<p>No charge.</p> <p>Note: There is no cost -sharing for home health care services and items provided in accord with Medicare guidelines. However, the applicable cost-sharing listed elsewhere in this Medical Benefits Chart will apply if the item is covered under a different benefit; for example, durable medical equipment not provided by a home health agency.</p>
<p>Hospice care for members with Medicare Parts A and B</p> <p>You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have six months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none">• Drugs for symptom control and pain relief.• Short-term respite care.• Home care. <p>*For hospice services and services that are covered by Medicare Part A or B and are related to your terminal prognosis: Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.</p>	<p>When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not our plan.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need nonemergency, non–urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network:</p> <ul style="list-style-type: none"> • If you obtain the covered services from a network provider, you only pay the plan cost-sharing amount for in-network services. • *If you obtain the covered services from an out-of-network provider, you pay the cost-sharing under Fee-for-Service Medicare (Original Medicare). <p>Note: If you need nonhospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services. Getting your nonhospice care through our network providers will lower your share of the costs for the services.</p>	
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$35 for Basic Option plan members.
<p>Hospice care for members with Medicare Part B only (Basic Part B Only plan)</p> <ul style="list-style-type: none"> • Our plan, rather than Original Medicare, covers hospice care for members who do not have Medicare Part A. Members must receive hospice services from network providers. 	<p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<ul style="list-style-type: none"> • \$35 per visit.
<p> Immunizations</p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> • Pneumonia vaccine. • Flu shots, once a year in the fall or winter. • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B. • Other vaccines if you are at risk and they meet Medicare Part B coverage rules. <hr/> <p>In addition, we cover the following routine immunization endorsed by the Centers for Disease Control and Prevention (CDC) that is not covered by Medicare Part B:</p> <ul style="list-style-type: none"> • Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under childhood immunizations). 	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines.</p> <p>No charge.</p>
<p>Infertility services for High Option and Standard Option plan members †</p> <p>Medically necessary services only.</p> <ul style="list-style-type: none"> • Infertility services are not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Inpatient You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members. • \$675 for Standard Option plan members. <p>Outpatient surgery You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Office visits You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. <p>Related prescription drugs:</p> <ul style="list-style-type: none"> • 50% coinsurance.
<p>Inpatient hospital care† Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>For High Option or Standard Option plan members, there is no limit to the number of medically necessary hospital days or services that are generally and customarily provided by acute care general hospitals.</p> <p>For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Regular nursing services. • Costs of special care units (such as intensive care or coronary care units). • Drugs and medications. • Lab tests. • X-rays and other radiology services. • Necessary surgical and medical supplies. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>†If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Use of appliances, such as wheelchairs. • Operating and recovery room costs. • Physical, occupational, and speech language therapy. • Inpatient substance abuse services for medical management of withdrawal symptoms associated with substance abuse (detoxification). • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are at a distant location, you may choose to go locally or distant as long as the local transplant providers are willing to accept the Original Medicare rate. If we provide transplant services at a distant location (outside of the service area) and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Physician services. 	<p>sharing you would pay at a network hospital.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Note: To be an "inpatient," your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>(1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Inpatient mental health care†</p> <p>Covered services include mental health care services that require a hospital stay.</p> <ul style="list-style-type: none"> • We cover up to 190-days per lifetime for inpatient stays in a Medicare-certified psychiatric hospital. The number of covered lifetime hospitalization days is reduced by the number of inpatient days for mental health treatment previously covered by Medicare in a psychiatric hospital. • The 190-day limit does not apply to mental health stays in a psychiatric unit of a general hospital. • For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Inpatient services covered during a noncovered inpatient stay†</p> <p>If you have exhausted your inpatient mental health or skilled nursing facility (SNF) benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient or SNF stay. However, in some cases, we will cover certain services you receive while you are in the hospital or SNF.</p> <p>Covered services include, but are not limited to:</p>	<p>You pay the following for covered outpatient services and other items covered under Medicare Part B depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> Physician services. Radium and isotope therapy, including technician materials and services 	<ul style="list-style-type: none"> \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> Physical therapy, speech therapy, and occupational therapy 	<ul style="list-style-type: none"> \$20 per visit for High Option plan members. \$40 per visit for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> Diagnostic tests (like lab tests). X-rays. 	<p>No charge.</p>
<ul style="list-style-type: none"> Surgical dressings. Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices. Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes (including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition). 	<p>20% coinsurance.</p>
<p>Medical foods Coverage is provided for medical foods and modified food products.</p>	<p>25% coinsurance.</p>
<p> Medical nutrition therapy† This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered medical nutrition therapy services.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>We cover three hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare health plan, or Original Medicare), and two hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew his or her referral yearly if your treatment is needed into the next calendar year.</p>	
<p>Medicare Part B prescription drugs</p> <p>These drugs are covered under Part B of Original Medicare. No charge. Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services. • Certain oral anti-cancer drugs and anti-nausea drugs. • Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa). • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug. 	
<ul style="list-style-type: none"> • Drugs you take using durable medical equipment (such as nebulizers) that were authorized by our plan. • Clotting factors you give yourself by injection if you have hemophilia. • Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant. • Antigens. • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases. 	<p>For all other Medicare Part B prescription drugs, you pay the following, depending upon the plan in which you are enrolled and the type of pharmacy and drug:</p> <p>Network pharmacy located at a Kaiser Permanente facility or our mail order pharmacy up to a 30-day supply with preferred cost-sharing</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$15 for High Option or Standard Option plan members. ◆ \$17 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$42 for High Option or Standard Option plan members. ◆ \$45 for Basic Option or Basic Part B Only Option plan members. <p data-bbox="997 926 1485 1031">Network pharmacy (an affiliated pharmacy) up to a 30-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$20 for High Option or Standard Option plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$47 for High Option or Standard Option plan members. ◆ \$50 for Basic Option or Basic Part B Only Option plan members. <p data-bbox="997 1612 1485 1682">Mail-order pharmacy up to a 90-day supply</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$30 for High Option or Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$84 for High Option or Standard Option plan members. ◆ \$90 for Basic Option or Basic Part B Only Option plan members. <p style="background-color: #e0e0e0; padding: 2px;">Network pharmacy up to a 90-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$45 for High Option or Standard Option plan members. ◆ \$51 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$126 for High Option or Standard Option plan members. ◆ \$135 for Basic Option or Basic Part B Only Option plan members. <p style="background-color: #e0e0e0; padding: 2px;">Network pharmacy up to a 90-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$60 for High Option or Standard Option plan members. ◆ \$102 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs:

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$141 for High Option or Standard Option plan members. ◆ \$150 for Basic Option or Basic Part B Only Option plan members.
<p>Morbid obesity[†]</p> <p>We cover diagnosis and treatment of morbid obesity that is recognized by the National Institutes of Health and is consistent with guidelines approved by the National Institutes of Health. BMI means a practical marker that is used to assess the degree of obesity and is calculated by dividing the weight in kilograms divided by height in meters squared.</p> <p>You must be at least 18 years of age or older and have either:</p> <ul style="list-style-type: none"> • A body mass index (BMI) of 50 or greater or • A BMI of 35 up to 49.9 when a combination of the following severe or life threatening conditions are also present: <ul style="list-style-type: none"> ◆ Sleep apnea. ◆ Diabetes. ◆ Degenerative joint disease of weight-bearing joints. ◆ Hypertension. ◆ Congestive heart failure and/or cardiomyopathy. ◆ Other severe or life threatening conditions directly related to obesity, when recommended by your plan provider. <p>Note: You will need to meet the above qualifications before your plan provider will refer you to our bariatric surgery program. This program may refer you to other plan providers to determine if you meet the additional criteria necessary for bariatric surgery, including nutritional, psychological, medical and social readiness for surgery. Final approval for surgical treatment will be required from the plan-designated physician.</p>	<p>Inpatient</p> <p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Office visits</p> <p>You pay the following, depending upon the plan in which you are enrolled:</p>

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies†</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays. • Laboratory tests. • Electrocardiograms and electroencephalograms. • Blood – including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Radiation (radium and isotope) therapy, including technician materials and supplies. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$60 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Surgical supplies, such as dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Interventional radiology. • Other outpatient diagnostic tests. <ul style="list-style-type: none"> ◆ Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. 	<p>You pay the following per procedure, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option plan members. • \$100 for Standard Option plan members. • 20% coinsurance for Basic Option or Basic Part B Only plan members.
<p>Outpatient hospital services†</p> <p>We cover medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery. 	<p>Emergency Department</p> <ul style="list-style-type: none"> • \$75 per visit. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • X-rays and other radiology services billed by the hospital. • Laboratory tests billed by the hospital. • Blood transfusion (administration). • Certain drugs and biologicals that you can't give yourself. 	<p>No charge when received as part of the outpatient visit.</p>
<ul style="list-style-type: none"> • Medical supplies such as splints and casts. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Certain screenings and preventive services. 	<p>No charge for preventive services that are covered at no cost under Original Medicare.</p>
<ul style="list-style-type: none"> • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it. 	<p>You pay the following per day, for partial hospitalization depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$55 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Dental anesthesia and related hospital or ambulatory facility charges are covered when provided in conjunction with dental care to a member who is: <ul style="list-style-type: none"> ◆ seven years of age or younger or is developmentally disabled; and ◆ an individual for whom a successful result cannot be expected from care provided under local anesthesia because of a physical, intellectual, or other medically compromising condition; and ◆ an individual for whom a superior result can be expected from dental care provided under general anesthesia; or ◆ an extremely uncooperative, fearful, or uncommunicative child who is 17 years of age or younger with dental needs of such magnitude that treatment should not be delayed or deferred; and 	<p>Outpatient surgery</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Note: If the procedure results in a situation that requires hospitalization and you are admitted as an inpatient, the cost-sharing for inpatient care would also apply</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> ◆ an individual for whom lack of treatment can be expected to result in oral pain, infection, loss of teeth, or other increased oral or dental morbidity; or ◆ an adult age 17 and older when the Member's medical condition (e.g., heart disease, hemophilia) requires that dental service be performed in a hospital or ambulatory surgical center for the safety of the member. 	<p>(see "Inpatient hospital care" section in this Medical Benefits Chart for cost-sharing information).</p>
<p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Outpatient mental health care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient rehabilitation services†</p> <ul style="list-style-type: none"> • Covered services include: physical therapy, occupational therapy, and speech language therapy. • Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).</p>	<ul style="list-style-type: none"> • \$40 for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<p>Outpatient substance abuse services† Treatment for substance abuse is covered if medically necessary and reasonable for the patient's condition.</p>	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers†</p> <p>Note: If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p>Partial hospitalization services†</p> <p>"Partial hospitalization" is a structured program of active psychiatric treatment, provided in a hospital outpatient setting or by a community mental health center that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.</p> <p>Note: Because there are no community mental health centers in our network, we cover partial hospitalization only in a hospital outpatient setting.</p>	<p>You pay the following per day, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$55 for Basic Option or Basic Part B Only Option plan members.
<p>Physician/practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location. • †Consultation, diagnosis, and treatment by a specialist. • †Basic hearing and balance exams performed by a PCP or specialist, if your doctor orders it to see if you need medical treatment. • Second opinion by another network provider prior to surgery. • †Nonroutine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician). • †Family planning and consultation services. • Allergy consultations and evaluations†. • †Allergy testing and treatment. • †Allergy injections. • House calls. • Postpartum care. • †Prenatal care. <hr/> <ul style="list-style-type: none"> • Allergy serum. • For High Option and Standard Option plans, interactive video visits for professional services when care can be provided in this format as determined by a plan provider. • For High Option and Standard Option plans, scheduled telephone appointment visits for professional 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>services when care can be provided in this format as determined by a plan provider.</p> <ul style="list-style-type: none"> ◆ Interactive video and scheduled telephone appointment visits are not covered for Basic Option or Basic Part B Only Option plan members 	
<p>Podiatry services[†]</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). • Routine foot care for members with certain medical conditions affecting the lower limbs. 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam. • Prostate Specific Antigen (PSA) test. 	<p>There is no coinsurance, copayment, or deductible for an annual digital rectal exam or PSA test.</p>
<p>Prosthetic devices and related supplies[†]</p> <p>Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to:</p>	<ul style="list-style-type: none"> • 20% coinsurance for external prosthetic or orthotic devices and

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery (see "Vision care" later in this section for more detail).</p>	<p>supplies, including wound care supplies.</p> <ul style="list-style-type: none"> • No charge for surgically implanted internal devices.
<p>Pulmonary rehabilitation services</p> <p>Comprehensive programs for pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Screening and counseling to reduce alcohol misuse</p> <p>We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p> <p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling to prevent STIs preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to two individual 20- to 30-minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>	
<p>Services to treat kidney disease and conditions†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments). • Home dialysis equipment and supplies. • Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply). 	<p>No charge.</p>
<ul style="list-style-type: none"> • Outpatient dialysis treatments. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option or Standard Option, plan members. • \$30 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care). 	<p>No additional charge for services received during a hospital stay. Refer to the "Inpatient hospital care" section of this Medical</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B drugs, please go to the section called "Medicare Part B prescription drugs."</p>	<p>Benefits Chart for the cost-sharing applicable to inpatient stays.</p>
<p>Skilled nursing facility (SNF) care† (For a definition of "skilled nursing facility care," see Chapter 10 of this booklet. Skilled nursing facilities are sometimes called "SNFs.")</p> <p>We cover up to 100 days per benefit period of skilled inpatient services in a skilled nursing facility in accord with Medicare guidelines (a prior hospital stay is not required).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Skilled nursing services. • Physical therapy, occupational therapy, and speech therapy. • Drugs administered to you as part of your plan of care (this includes substances that are naturally present in the body, such as blood clotting factors). • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Medical and surgical supplies ordinarily provided by SNFs. • Laboratory tests ordinarily provided by SNFs. • X-rays and other radiology services ordinarily provided by SNFs. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for days 1–20 for all plans. • \$110 per day, for days 21–100 for High Option plan members. • \$150 per day, for days 21–100 for Standard Option plan members. • \$160 per day, for days 21–100 for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Use of appliances such as wheelchairs ordinarily provided by SNFs. • Physician/practitioner services. 	
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</p> <p>If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost-sharing. Each counseling attempt includes up to four face-to-face visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p>Urgently needed services</p> <p>Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <ul style="list-style-type: none"> • Inside our service area: You must obtain urgent care from network providers, unless our provider network is temporarily unavailable or inaccessible due to an unusual and extraordinary circumstance (for example, major disaster). • Outside our service area: You have urgent care coverage when you travel if you need medical attention right away for an unforeseen illness or injury and you reasonably believed that your health would seriously deteriorate if you delayed treatment until you returned to our service area. • High Option and Standard Option plan members have worldwide urgent care coverage. 	<p>Office visits You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$65 for Basic Option or Basic Part B Only Option plan members. <p>Emergency Department \$75 per Emergency Department visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Basic Option and Basic Part B Only Option plan members have urgent care coverage while inside the United States and its territories. <p>See Chapter 3, Section 3, for more information.</p>	
<p>Vision care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. However, for High Option and Standard Option plans, we cover routine eye exams (eye refraction exams) to determine the need for vision correction and to provide a prescription for eyeglass lenses. <ul style="list-style-type: none"> ◆ (Routine eye exams are not covered under either Basic plan.) 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members (except that routine eye exams are not covered).
<ul style="list-style-type: none"> • 🍏 For people who are at high risk of glaucoma, such as people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older: glaucoma screening once per year. 	<p>No charge.</p>
<ul style="list-style-type: none"> • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) • Corrective lenses/frames (and replacements) needed after a cataract removal without a lens implant. • Note: Members may request insertion of presbyopia-correcting intraocular lenses (IOLs) in place of a conventional IOL following cataract surgery. The member is responsible for payment of that portion of the charge for the IOL and associated services that exceed 	<p>20% coinsurance.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>the charge for insertion of a conventional IOL following cataract surgery.</p>	
<p>*Additional eyewear benefits for High Option, Standard Option, members:</p> <ul style="list-style-type: none"> • Eye-glass lenses: Regular eye-glass lenses, including add-ons. Regular eye-glass lenses are any lenses with a refractive value or a balance lens if only one eye needs correction. • Eye-glass frames: Eye-glass frames, including the mounting of eye-glass lenses in the frame, original fitting of the frames, and subsequent adjustment. • Contact lenses: Coverage for the initial purchase of contact lenses only for the first time you are examined for contact lenses at a Kaiser Permanente facility. This discount includes: Fitting of contact lenses, initial pair of lenses, training for the insertion and removal of contact lens, and three months of follow-up visits. 	<ul style="list-style-type: none"> • 75% of Plan Charges per calendar year for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Option B Only plan members. • 85% of Plan Charges per calendar year for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Option B Only plan members.
<p> "Welcome to Medicare" preventive visit</p> <p>Our plan covers the one-time "Welcome to Medicare" preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p>Important: We cover the "Welcome to Medicare" preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" preventive visit.</p>	<p>There is no coinsurance, copayment, or deductible for the "Welcome to Medicare" preventive visit.</p>
<p>Note: Refer to Chapter 1 (Section 7) and Chapter 9 for information about coordination of benefits that applies to all covered services described in this Medical Benefits Chart.</p>	
<p>Dental benefits and fee schedule for High Option and Standard Option plan members*†</p> <p>Note: Dental benefits are not covered for Basic Option or Basic Option B Only plan members.</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
General terms and conditions	
<ul style="list-style-type: none">• Subject to the terms, conditions, limitations, and exclusions specified in this Kaiser Permanente Medicare Plus Evidence of Coverage including Chapter 10, "Definitions of Important Words," you may receive Covered Dental Services from Participating Dental Providers.• Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. has entered into an Agreement with Dental Administrator to provide Covered Dental Services through Participating Dental Providers.• Only the dental procedures listed in the dental fee schedule below are covered dental services. When you receive any of the listed procedures from a Participating Dental Provider, you will pay the fee listed for that service. The Participating Dental Provider has agreed to accept that fee as payment in full for that procedure. Neither Kaiser Permanente nor Dental Administrator is liable for payment of these fees or for any fees incurred as the result of receipt of a non-Covered Dental Service.• You will receive a list of Participating Dental Providers from the Health Plan or Dental Administrator. You should select a Participating Dental Provider "general dentist" from whom you and your family members will receive Covered Preventive Dental Services and other Covered Dental Services. Family members may use different Participating Dental Providers. Specialty care is also available should that be required; however, you must be referred to a Participating Dental Provider specialist by your general dentist. Your fees are usually higher for care received by a specialist. Please refer to the attached dental fee schedule for those discounted fees.• You may obtain a list of Participating Dental Providers by contacting Dental Administrator or our Member Services Department at the following numbers:<ul style="list-style-type: none">◆ Within the Washington, D.C. Metropolitan Service Area: 1-888-777-5536. Seven days a week, 8 a.m. to 8 p.m.◆ Outside the Washington, D.C. Metropolitan Service Area: (toll free) 1-888-777-5536. TTY users call 711.• Dental Administrator (DOMINION Dental Services USA, Inc.): Health Plan has entered into an agreement with DOMINION Dental Services USA, Inc. to provide Covered Dental Services as described in this section. For assistance concerning dental coverage questions, or for help finding a Participating Dental Provider, DOMINION Member Services specialists are available Monday through Friday from 7:30 a.m. to 6:00 p.m., or you may call the following numbers:<ul style="list-style-type: none">◆ Within the Washington, D.C. Metropolitan Service Area: 703-518-5338.◆ Outside the Washington, D.C. Metropolitan Service Area (toll free): 1-888-518-5338.◆ TTY users call 1-800-688-4889. Hearing impaired members may also use the Internet at www.IP-RELAY.com• DOMINION's Integrated Voice Response System is available 24 hours a day for information about Participating Dental Providers in your area, or to help you select a Participating Dental	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Provider. The most up-to-date list of Participating Dental Providers can be found at the following website: www.dominiondental.com/Kaiserdentists</p> <ul style="list-style-type: none"> • DOMINION also provides many other secure features online at www.dominiondental.com. 	
<p>Dental emergencies outside the service area*</p> <p>When a dental emergency occurs outside the service area, Dental Administrator will reimburse you for the reasonable charges for Covered Dental Services that may be provided, less any discounted fee, upon proof of payment, not to exceed \$50 per incident. Coverage is provided for emergency dental treatment as may be required to alleviate pain, bleeding, or swelling. You must receive all post-emergency care from a Participating Dental Provider.</p>	
<p>Discounted schedule of fees \$30 preventive plan</p> <p>Procedures not shown in this list are not covered. Refer to the description of your dental benefit for a complete description of the terms and conditions of your covered benefit.</p> <p>Fees quoted in the "You pay to Dentist" column apply only when performed by a participating general dentist. If specialty care is required, your general dentist must refer you to a participating specialist.</p> <p>FC \$30: You pay a combined fixed copayment of \$30 for any visit during which one or more of the following procedures are performed: (a) an oral exam (D0120, D0140, D0150, D0170 or D0180); (b) X-rays (D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0273, D0274, D0277, D0340 or D0350); (c) a pulp vitality test (D0460); (d) a diagnostic cast (D0470); (e) a routine cleaning (D1110); (f) fluoride application (D1206 or D1208); or (g) you are given oral hygiene instructions (D1310, D1320 or D1330). You pay a separate fee for any other procedure performed.</p> <p>Coverage for periodic oral exams, prophylaxes (cleanings) and fluoride applications is limited to two times per plan year.</p>	

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
Diagnostic Services			
D0120	Periodic oral evaluation	FC \$30	Not covered
D0140	Limited oral evaluation - problem focused	FC \$30	Not covered
D0150	Comprehensive oral evaluation - new or established patient	FC \$30	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D0170	Re-evaluation - limited, problem focused	FC \$30	Not covered
D0180	Comprehensive periodontal evaluation - new or established patient - not in conjunction with D0150 and limited to once per 18 months	FC \$30	Not covered
D0210	Intraoral - complete series (including bitewings)	\$54	\$69
D0220	Intraoral - periapical first film	FC \$30	\$14
D0230	Intraoral - periapical each additional film	FC \$30	\$11
D0240	Intraoral - occlusal film	FC \$30	\$21
D0250	Extraoral - first film	FC \$30	\$26
D0260	Extraoral - each additional film	FC \$30	\$22
D0270	Bitewing - single film	FC \$30	\$14
D0272	Bitewings - two films	FC \$30	\$21
D0273	Bitewings - three films	FC \$30	\$28
D0274	Bitewings - four films	FC \$30	\$31
D0277	Vertical bitewings - 7 to 8 films	FC \$30	\$47
D0330	Panoramic film	\$43	\$55
D0340	Cephalometric film	FC \$30	\$55
D0350	Oral/facial photographic images	FC \$30	\$29
D0460	Pulp vitality tests	FC \$30	\$35
D0470	Diagnostic casts (not in conjunction with Orthodontics)	FC \$30	Not covered
Preventive Services			
D1110	Prophylaxis (cleaning) - adult	FC \$30	Not covered
D1110*	Additional cleaning – beyond benefit limitation	\$40	\$40

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D1206	Topical fluoride varnish for moderate/high risk caries patients	FC \$30	Not covered
D1208	Topical application of fluoride	FC\$30	Not covered
D1310	Nutritional counseling for control of dental disease	FC \$30	Not covered
D1320	Tobacco counseling for control and prev. of oral disease	FC \$30	Not covered
D1330	Oral hygiene instructions	FC \$30	Not covered
D1352	Prev resin rest. mod/high caries risk – perm. tooth	\$30	Not covered
Restorative Services			
D2140	Amalgam - one surface, primary or permanent	\$68	Not covered
D2150	Amalgam - two surfaces, primary or permanent	\$88	Not covered
D2160	Amalgam - three surfaces, primary or permanent	\$105	Not covered
D2161	Amalgam - four or more surfaces, primary or permanent	\$126	Not covered
D2330	Resin-based composite - one surface, anterior	\$83	Not covered
D2331	Resin-based composite - two surfaces, anterior	\$105	Not covered
D2332	Resin-based composite - three surfaces, anterior	\$129	Not covered
D2335	Resin-based composite - four or more surfaces or involving incisal angle (anterior)	\$163	Not covered
D2390	Resin-based composite crown, anterior	\$216	Not covered
D2391	Resin-based composite - one surface, posterior	\$108	Not covered
D2392	Resin-based composite - two surfaces, posterior	\$143	Not covered
D2393	Resin-based composite - three surfaces, posterior	\$179	Not covered
D2394	Resin-based composite - four or more surfaces, posterior	\$204	Not covered
D2510	Inlay - metallic - one surface	\$493	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2520	Inlay - metallic - two surfaces	\$556	Not covered
D2530	Inlay - metallic - three or more surfaces	\$604	Not covered
D2542	Onlay – metallic - two surfaces	\$641	Not covered
D2543	Onlay – metallic - three surfaces	\$653	Not covered
D2544	Dental onlay metl 4/more surfaces	\$657	Not covered
D2610	Inlay - porcelain/ceramic - one surface	\$541	Not covered
D2620	Inlay - porcelain/ceramic - two surfaces	\$576	Not covered
D2630	Inlay - porcelain/ceramic - three or more surfaces	\$665	Not covered
D2642	Onlay - porcelain/ceramic - two surfaces	\$616	Not covered
D2643	Onlay - porcelain/ceramic - three surfaces	\$666	Not covered
D2644	Dental onlay porc 4/more surfaces	\$710	Not covered
D2650	Inlay - resin-based composite - one surface	\$498	Not covered
D2651	Inlay - resin-based composite - two surfaces	\$538	Not covered
D2652	Inlay - resin-based composite - three or more surfaces	\$699	Not covered
D2662	Onlay - resin-based composite - two surfaces	\$568	Not covered
D2663	Onlay - resin-based composite - three surfaces	\$699	Not covered
D2664	Onlay - resin-based composite - >=4 surfaces	\$662	Not covered
D2710	Crown - resin (indirect)	\$277	Not covered
D2712	Crown 3/4 resin-based composite (exclusive of veneers)	\$255	Not covered
D2720	Crown - resin with high noble metal	\$675	Not covered
D2721	Crown - resin with predominantly base metal	\$601	Not covered
D2722	Crown - resin with noble metal	\$628	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2740	Crown - porcelain/ceramic substrate	\$741	Not covered
D2750	Crown - porcelain fused to high noble metal	\$755	Not covered
D2751	Crown - porcelain fused to predominantly base metal	\$653	Not covered
D2752	Crown - porcelain fused to noble metal	\$679	Not covered
D2780	Crown - 3/4 cast high noble metal	\$724	Not covered
D2781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D2782	Crown - 3/4 cast noble metal	\$611	Not covered
D2783	Crown - 3/4 porcelain/ceramic	\$628	Not covered
D2790	Crown - full cast high noble metal	\$675	Not covered
D2791	Crown - full cast predominantly base metal	\$601	Not covered
D2792	Crown - full cast noble metal	\$628	Not covered
D2794	Crown - titanium	\$679	Not covered
D2910	Recement inlay	\$68	Not covered
D2920	Recement crown	\$68	Not covered
D2932	Prefabricated resin crown	\$254	Not covered
D2940	Sedative filling	\$77	Not covered
D2950	Core buildup, including any pins	\$172	Not covered
D2951	Pin retention - per tooth, in addition to restoration	\$40	Not covered
D2952	Cast post and core in addition to crown	\$252	Not covered
D2954	Prefabricated post and core in addition to crown	\$224	Not covered
D2955	Post removal (not in conj. with endo. therapy)	\$194	Not covered
D2970	Temporary crown (fractured tooth)	\$188	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2980	Crown repair, by report	\$138	Not covered
Endodontic Services			
D3110	Pulp cap - direct (excluding final restoration)	\$47	Not covered
D3120	Pulp cap - indirect (excluding final restoration)	\$47	Not covered
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	\$104	\$122
D3221	Pulpal debridement, prim. and perm. teeth	\$126	Not covered
D3310	Anterior (excluding final restoration)	\$439	\$505
D3320	Bicuspid (excluding final restoration)	\$525	\$604
D3330	Molar (excluding final restoration)	\$687	\$789
D3333	Internal root repair of perforation defects	Not covered	\$225
D3346	Retreatment of previous root canal therapy - anterior	Not covered	\$609
D3347	Retreatment of previous root canal therapy - bicuspid	Not covered	\$812
D3348	Retreatment of previous root canal therapy - molar	Not covered	\$1,047
D3410	Apicoectomy/periradicular surgery - anterior	\$422	\$524
D3421	Apicoectomy/periradicular surgery - bicuspid (first root)	\$471	\$655
D3425	Apicoectomy/periradicular surgery - molar (first root)	\$518	\$687
D3426	Apicoectomy/periradicular surgery (each additional root)	\$314	\$371
D3427	Periradicular surg. w/o apicoectomy	\$402	\$504
D3430	Retrograde filling - per root	\$118	\$295
D3450	Root amputation - per root	\$205	\$330

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D3920	Hemisection (including any root removal), not including root canal therapy	\$258	\$305
D3950	Canal prep/fitting of preformed dowel or post	\$154	\$216
Periodontic Services			
D4210	Gingivectomy or gingivoplasty - four or more contiguous teeth per quadrant	\$372	\$439
D4211	Gingivectomy or gingivoplasty - one to three teeth, per quadrant	\$161	\$190
D4240	Gingival flap procedure, including root planing - four or more contiguous teeth	\$479	\$566
D4241	Gingival flap procedure, including root planing - one to three teeth, per quadrant	\$121	\$239
D4260	Osseous surgery (including flap entry and closure) - four or more per quadrant	\$709	\$836
D4261	Osseous surgery (including flap entry and closure) - one to three teeth, per quadrant	\$452	\$534
D4268	Surgical revision procedure, per tooth	\$389	\$562
D4274	Distal or proximal wedge procedure	\$329	\$466
D4341	Periodontal scaling and root planing - four or more contiguous teeth or bounded teeth spaces per quadrant	\$137	\$194
D4342	Periodontal scaling and root planing - one to three teeth, per quadrant	\$99	\$117
D4355	Full mouth debridement to enable comprehensive evaluation and diagnosis	\$121	\$175
D4381	Localized delivery of chemotherapeutic agents	\$33	\$44
D4910	Periodontal maintenance	\$83	\$110
Prosthetics - Removable			

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5110	Complete denture - maxillary	\$845	Not covered
D5120	Complete denture - mandibular	\$845	Not covered
D5130	Immediate denture - maxillary	\$910	Not covered
D5140	Immediate denture - mandibular	\$910	Not covered
D5211	Maxillary partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5212	Mandibular partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5225	Maxillary partial denture	\$904	Not covered
D5226	Mandibular partial denture	\$1,004	Not covered
D5281	Removable unilateral partial denture - one piece cast metal (including clasps and teeth)	\$510	Not covered
D5410	Adjust complete denture - maxillary	\$79	Not covered
D5411	Adjust complete denture - mandibular	\$79	Not covered
D5421	Adjust partial denture - maxillary	\$79	Not covered
D5422	Adjust partial denture - mandibular	\$79	Not covered
D5510	Repair broken complete denture base	\$101	Not covered
D5520	Replace missing or broken teeth - complete denture (each tooth)	\$77	Not covered
D5610	Repair resin denture base	\$102	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5620	Repair cast framework	\$147	Not covered
D5630	Repair or replace broken clasp	\$139	Not covered
D5640	Replace broken teeth - per tooth	\$88	Not covered
D5650	Add tooth to existing partial denture	\$131	Not covered
D5660	Add clasp to existing partial denture	\$160	Not covered
D5670	Replace all teeth and acrylic on cast metal framework (maxillary)	\$559	Not covered
D5671	Replace all teeth and acrylic on cast metal framework (mandibular)	\$559	Not covered
D5710	Rebase complete maxillary denture	\$344	Not covered
D5711	Rebase complete mandibular denture	\$331	Not covered
D5720	Rebase maxillary partial denture	\$265	Not covered
D5721	Rebase mandibular partial denture	\$265	Not covered
D5730	Reline complete maxillary denture (chairside)	\$214	Not covered
D5731	Reline complete mandibular denture (chairside)	\$215	Not covered
D5740	Reline maxillary partial denture (chairside)	\$212	Not covered
D5741	Reline mandibular partial denture (chairside)	\$212	Not covered
D5750	Reline complete maxillary denture (laboratory)	\$260	Not covered
D5751	Reline complete mandibular denture (laboratory)	\$258	Not covered
D5760	Reline maxillary partial denture (laboratory)	\$250	Not covered
D5761	Reline mandibular partial denture (laboratory)	\$249	Not covered
D5810	Interim complete denture (maxillary)	\$549	Not covered
D5811	Interim complete denture (mandibular)	\$400	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5820	Interim partial denture (maxillary)	\$424	Not covered
D5821	Interim partial denture (mandibular)	\$429	Not covered
D5850	Tissue conditioning, maxillary	\$120	Not covered
D5851	Tissue conditioning, mandibular	\$121	Not covered
Prosthetics - Fixed			
D6000- D6199	ALL IMPLANT SERVICES - 15% DISCOUNT (incl. D0360-D0363 cone beam imaging w/ implants)		
D6210	Pontic - cast high noble metal	\$610	Not covered
D6211	Pontic - cast predominantly base metal	\$624	Not covered
D6212	Pontic - cast noble metal	\$586	Not covered
D6214	Pontic - titanium	\$571	Not covered
D6240	Pontic - porcelain fused to high noble metal	\$755	Not covered
D6241	Pontic - porcelain fused to predominantly base metal	\$653	Not covered
D6242	Pontic - porcelain fused to noble metal	\$679	Not covered
D6245	Pontic – porcelain/ceramic	\$741	Not covered
D6250	Pontic - resin with high noble metal	\$745	Not covered
D6251	Pontic - resin with predominantly base metal	\$707	Not covered
D6252	Pontic - resin with noble metal	\$717	Not covered
D6545	Retainer - cast metal for resin bonded fixed prosthesis	\$270	Not covered
D6548	Retainer. - porcelain/ceramic for resin bonded fixed prosthesis	\$481	Not covered
D6600	Inlay - porcelain/ceramic, two surfaces	\$400	Not covered
D6601	Inlay - porcelain/ceramic, >=3 surfaces	\$426	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D6602	Inlay - cast high noble metal, two surfaces	\$422	Not covered
D6603	Inlay - cast high noble metal, three or more surfaces	\$468	Not covered
D6604	Inlay - cast predominantly base metal, two surfaces	\$422	Not covered
D6605	Inlay - cast predominantly base metal, three or more surfaces	\$404	Not covered
D6606	Inlay - cast noble metal, two surfaces	\$384	Not covered
D6607	Inlay - cast noble metal, three or more surfaces	\$426	Not covered
D6608	Onlay -porcelain./ceramic, two surfaces	\$437	Not covered
D6609	Onlay - porcelain./ceramic, three or more surfaces	\$458	Not covered
D6610	Onlay - cast high noble metal, two surfaces	\$501	Not covered
D6611	Onlay cast high noble metal ≥ 3 surfaces	\$548	Not covered
D6612	Onlay - cast predominantly base metal, two surfaces	\$431	Not covered
D6613	Onlay - cast predominantly base metal, three or more surfaces	\$478	Not covered
D6614	Onlay - cast noble metal, two surfaces	\$454	Not covered
D6615	Onlay cast noble metal ≥ 3 surfaces	\$501	Not covered
D6624	Inlay - titanium	\$468	Not covered
D6634	Onlay - titanium	\$548	Not covered
D6720	Crown - resin with high noble metal	\$747	Not covered
D6721	Crown - resin with predominantly base metal	\$666	Not covered
D6722	Crown - resin with noble metal	\$696	Not covered
D6740	Crown – Porcelain/ceramic	\$741	Not covered
D6750	Crown - porcelain fused to high noble metal	\$639	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D6751	Crown - porcelain fused to predominantly base metal	\$571	Not covered
D6752	Crown - porcelain fused to noble metal	\$599	Not covered
D6780	Crown - 3/4 cast high noble metal	\$724	Not covered
D6781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D6782	Crown - 3/4 cast noble metal	\$578	Not covered
D6783	Crown - 3/4 porc./ceramic	\$808	Not covered
D6790	Crown - full cast high noble metal	\$675	Not covered
D6791	Crown - full cast predominantly base metal	\$601	Not covered
D6792	Crown - full cast noble metal	\$628	Not covered
D6794	Crown - titanium	\$679	Not covered
D6930	Recement fixed partial denture	\$88	Not covered
D6940	Stress breaker	\$205	Not covered
D6975	Coping - metal	\$431	Not covered
D6980	Fixed partial denture repair, by report	\$206	Not covered
Oral Surgery			
D7111	Coronal remnants - deciduous tooth	\$72	\$85
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	\$83	\$97
D7210	Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth	\$149	\$176
D7220	Removal of impacted tooth - soft tissue	\$183	\$216
D7230	Removal of impacted tooth - partially bony	\$250	\$295

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D7240	Removal of impacted tooth - completely bony	\$295	\$347
D7241	Removal of impacted tooth - completely bony, with unusual surg. complications	\$363	\$429
D7250	Surgical removal of residual tooth roots (cutting procedure)	\$167	\$199
D7270	Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	\$279	\$330
D7280	Surgical access of an unerupted tooth	\$312	\$369
D7282	Mobiliz. of erupted or malpos. tooth-aid erup	\$96	\$210
D7285	Biopsy of oral tissue - hard (bone, tooth)	\$196	\$231
D7286	Biopsy of oral tissue - soft (all others)	\$184	\$216
D7291	Transseptal fiberotomy/supra crestal fiberotomy, by report	\$142	\$169
D7310	Alveoloplasty in conjunction with extractions - per quadrant	\$150	\$177
D7311	Alveoloplasty in conjunction with extractions	\$130	\$154
D7320	Alveoloplasty not in conjunction with extractions – per quadrant	\$193	\$227
D7321	Alveoloplasty not in conjunction with extractions	\$40	\$84
D7471	Removal of lateral exostosis	\$314	\$370
D7472	Removal of torus palatinus	\$263	\$311
D7473	Removal of torus mandibularis	\$271	\$320
D7485	Surgical reduction of osseous tuberosity	\$297	\$351
D7510	Incision and drainage of abscess - intraoral soft tissue	\$108	\$127
D7511	Incision and drainage of abscess - intraoral	\$226	\$260
D7910	Suture of recent small wounds up to 5 cm	\$246	\$290

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D7960	Frenulectomy (frenectomy or frenotomy) - separate procedure	\$226	\$314
D7963	Frenuloplasty	\$99	\$245
D7970	Excision of hyperplastic tissue - per arch	\$456	\$539
D7971	Excision of pericoronal gingiva	\$225	\$265
D7972	Surgical reduction of fibrous tuberosity	\$78	\$185
Orthodontics			
D8090	Comprehensive orthodontic treatment of the adult dentition	Not covered	\$3,658
D8660	Pre-orthodontic treatment visit	Not covered	\$413
D8670	Periodic orthodontic treatment visit (as part of contract)	Not covered	\$118
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	Not covered	\$516
Additional Procedures			
D9110	Palliative (emergency) treatment of dental pain - minor procedure	\$30	\$75
D9210	Local anesthesia not in conjunction with operative or surgical procedures	\$0	Not covered
D9211	Regional block anesthesia	\$0	Not covered
D9212	Trigeminal division block anesthesia	\$0	Not covered
D9215	Local anesthesia	\$0	Not covered
D9220	Deep sedation/general anesth - first 30 minutes	\$80	\$277
D9221	Deep sedation/general anesth - each addtl. 15 minutes	\$40	\$100
D9230	Analgesia, anxiolysis, inhalation of nitrous oxide	\$36	\$41
D9241	Intrav conscious sed./analgesia - first 30 minutes	\$121	\$272

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D9242	Intrav conscious sed./analgesia - each addtl. 15 minutes	\$0	\$85
D9310	Consultation (diagnostic service provided by dentist or physician other than practitioner providing treatment)	\$59	\$96
D9439	Office visit - Not including an FC30 visit	\$10	\$10
D9440	Office visit - after regularly scheduled hours	\$27	\$111
D9910	Application of desensitizing medicament	\$30	\$60
D9930	Treatment of complications (post-surgical)	\$48	\$48
D9940	Occlusal guard, by report	\$338	\$519
D9950	Occlusion analysis - mounted case	\$169	\$169
D9951	Occlusal adjustment - limited	\$88	\$115
D9952	Occlusal adjustment - complete	\$372	\$597
D9990	Broken office appointment	\$50	\$50

SECTION 3. What services are not covered by our plan?

Section 3.1 Services we do *not* cover (exclusions)

This section tells you what services are "excluded" from Medicare coverage and, therefore, are not covered by this plan. If a service is "excluded," it means that we don't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception is we will pay if a service in the chart below is found upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 7, Section 5.3, in this booklet.)

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

All exclusions or limitations on services are described in the Medical Benefits Chart or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare.	√	
Experimental medical and surgical procedures, equipment and medications. <ul style="list-style-type: none"> • Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community. 		√ May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital.		√ Covered only when medically necessary.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	√	
Full-time nursing care in your home.	√	
Custodial care is care provided in a nursing home, hospice, or other facility setting when you do not require skilled medical care or skilled nursing care. <ul style="list-style-type: none"> • Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with 	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
activities of daily living, such as bathing or dressing.		
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	√	
Fees charged by your immediate relatives or members of your household.	√	
Cosmetic surgery or procedures.		√ Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member. Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
Routine dental care, such as cleanings, fillings, or dentures for Basic Option or Basic Part B Only Option plan members.	√	
Nonroutine dental care for Basic Option or Basic Part B Only Option plan members.		√ Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
Routine chiropractic care.		√ Manual manipulation of the spine to correct a subluxation is covered.
Routine foot care.		√ Some limited coverage provided according to Medicare guidelines, for example, if you have diabetes.
Orthopedic shoes.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease.
Supportive devices for the feet.		√ Orthopedic or therapeutic shoes for people with diabetic foot disease.
Routine hearing exams.	√	
Hearing aids or exams to fit hearing aids.		√ This exclusion does not apply to cochlear implants and osseointegrated external hearing devices covered by Medicare.
Routine eye exams, eyeglasses, and contact lenses for Basic Option or Basic Part B Only Option plan members.		√ Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery.
Radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids.	√	
Reversal of sterilization procedures and non-prescription contraceptive supplies.	√	
Infertility services for Basic Option and Basic Part B Only Option plan members.	√	
Cost of donor semen and donor eggs, storage and freezing of eggs. Services other than artificial insemination, related to conception by artificial means, including but not limited to, in vitro fertilization, ovum transplants, gamete intrafallopian transfer, zygote	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
intrafallopian transfer and prescription drugs related to such services. Services to reverse involuntary, surgically induced infertility.		
Acupuncture.	√	
Naturopath services (uses natural or alternative treatments).	√	
Care in a licensed intermediate care facility.	√	
Comfort, convenience, or luxury equipment or features.	√	
Private duty nurse.	√	
Meals delivered to your home.	√	
Outpatient oral nutrition, such as dietary supplements, herbal supplements, weight loss aids, formulas and food.		√ This exclusion does not apply to medical food and modified food products as described in "Medical foods" in the Medical Benefits Chart.
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging, and mental performance).		√ Covered if medically necessary and covered under Original Medicare.
Services provided to veterans in Veterans Affairs (VA) facilities.		√ When emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		reimburse veterans for the difference. Members are still responsible for our plan's cost-sharing amounts.
Reconstructive surgery that offers only a minimal improvement in appearance or is performed to alter or reshape normal structures of the body in order to improve appearance.		<p style="text-align: center;">√</p> We cover reconstructive surgery to correct or repair abnormal structures of the body caused by congenital defect, developmental abnormalities, accidental injury, trauma, infection, tumors, or disease, if a network physician determines that it is necessary to improve function, or create a normal appearance, to the extent possible.
Surgery that, in the judgment of a network physician specializing in reconstructive surgery, offers only a minimal improvement in appearance. <ul style="list-style-type: none"> • Surgery that is performed to alter or reshape normal structures of the body in order to improve appearance. 	√	
Nonconventional intraocular lenses (IOLs) following cataract surgery (for example, a presbyopia-correcting IOL).		<p style="text-align: center;">√</p> You may request and we may provide insertion of a presbyopia-correcting IOL or astigmatism-correcting IOL following cataract surgery in lieu of a conventional IOL. However, you must pay the difference between Plan Charges for a nonconventional IOL and associated services and Plan Charges for insertion of a conventional IOL following cataract surgery.
Massage therapy.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		Covered when ordered as part of physical therapy program in accord with Medicare guidelines.
Travel and lodging expenses.		<p style="text-align: center;">√</p> Provided only in connection with out-of-area transplant services that our plan covers.
Transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a network provider.	√	
Licensed ambulance services without transport.		<p style="text-align: center;">√</p> Covered if the ambulance transports you or if covered by Medicare.
Physical exams and other services (1) required for obtaining or maintaining employment or participation in employee programs, (2) required for insurance or licensing, or (3) on court order or required for parole or probation.		<p style="text-align: center;">√</p> Covered if a network physician determines that the services are medically necessary except that routine physical exams are not covered for both Basic Option plans unless covered by Medicare.
Services related to noncovered services or items.		<p style="text-align: center;">√</p> When a service or item is not covered, all services related to the noncovered service or item are excluded, (1) except for services or items we would otherwise cover to treat complications of the noncovered service or item, or (2) unless covered in accord with Medicare guidelines.
Services not approved by the federal Food and Drug Administration. Drugs,		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
<p>supplements, tests, vaccines, devices, radioactive materials, and any other services that by law require federal Food and Drug Administration (FDA) approval in order to be sold in the U.S., but are not approved by the FDA.</p>		<p>This exclusion applies to services provided anywhere, even outside the U.S. It does not apply to Medicare-covered clinical trials or covered emergency care you receive outside the U.S.</p>
<p>Exclusions described in the amendment "What You Need to Know — Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices."</p>	<p>√</p>	

CHAPTER 5. Asking us to pay our share of a bill you have received for covered medical services

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services 94

Section 1.1 If you pay our share of the cost of your covered services or if you receive a bill, you can ask us for payment 94

SECTION 2. How to ask us to pay you back or to pay a bill you have received 95

Section 2.1 How and where to send us your request for payment 95

SECTION 3. We will consider your request for payment and say yes or no 96

Section 3.1 We check to see whether we should cover the service and how much we owe 96

Section 3.2 If we tell you that we will not pay for all or part of the medical care, you can make an appeal..... 96

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services

Section 1.1 If you pay our share of the cost of your covered services or if you receive a bill, you can ask us for payment

Sometimes when you get medical care, you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of our plan. In either case, you can ask us to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services that are covered by our plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask us to pay you back or to pay a bill you have received:

When you've received emergency or urgently needed medical care from a provider who is not in our network

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill our plan for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
 - ◆ If the provider is owed anything, we will pay the provider directly.
 - ◆ If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.

When a network provider sends you a bill you think you should not pay

Network providers should always bill us directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service, and even if there is a dispute and we don't pay certain provider charges. For more information about "balance billing," go to Chapter 4, Section 1.3.

- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under our plan.

If you are retroactively enrolled in our plan

Sometimes a person's enrollment in our plan is retroactive. ("Retroactive" means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

- Please call Member Services for additional information about how to ask us to pay you back and deadlines for making your request. Phone numbers for Member Services are printed on the back cover of this booklet.
- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. Chapter 7 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has information about how to make an appeal.

SECTION 2. How to ask us to pay you back or to pay a bill you have received

Section 2.1 How and where to send us your request for payment

Send us your request for payment, along with your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website (**kp.org**) or call Member Services and ask for the form. Phone numbers for Member Services are printed on the back cover of this booklet.

Mail your request for payment together with any bills or receipts to us at this address:

Kaiser Permanente
Attn: Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

2101 East Jefferson Street
Rockville, MD 20852

You must submit your claim to us within 365 days after service date.

Contact Member Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3. We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the service and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care is covered and you followed all the rules for getting the care, we will pay for our share of the cost. If you have already paid for the service, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered.)
- If we decide that the medical care is not covered, or you did not follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the medical care, you can make an appeal

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details about how to make this appeal, go to Chapter 7 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." The appeals process is a detailed legal process with complicated procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of Chapter 7. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives you definitions of terms such as "appeal." Then, after you have read Section 4, you can go to Section 5.3 in Chapter 7 to learn how to make an appeal about getting paid back for a medical service.

CHAPTER 6. Your rights and responsibilities

SECTION 1. We must honor your rights as a member of our plan	98
Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)	98
Section 1.2 We must treat you with fairness and respect at all times	98
Section 1.3 We must ensure that you get timely access to your covered services	98
Section 1.4 We must protect the privacy of your personal health information.....	99
Section 1.5 We must give you information about our plan, our network of providers, and your covered services	100
Section 1.6 We must support your right to make decisions about your care	101
Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made	102
Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?	103
Section 1.9 How to get more information about your rights.....	103
Section 1.10 Information about new technology assessments	104
SECTION 2. You have some responsibilities as a member of our plan.....	104
Section 2.1 What are your responsibilities?	104

SECTION 1. We must honor your rights as a member of our plan

Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)

To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

Our plan has people and free language interpreter services available to answer questions from non-English-speaking members. We can also give you information in Braille or large print, if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about our plan's benefits that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call **1-877-486-2048**.

Section 1.2 We must treat you with fairness and respect at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. We do not discriminate based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** (TTY **1-800-537-7697**) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

Section 1.3 We must ensure that you get timely access to your covered services

As a member of our plan, you have the right to choose a primary care provider (PCP) in our network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Member Services to learn which doctors are accepting new patients (phone numbers are printed on the back cover of this booklet). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral, as well as other primary care providers described in Chapter 3, Section 2.2.

As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care.

If you think that you are not getting your medical care within a reasonable amount of time, Chapter 7, Section 9, of this booklet tells you what you can do. (If we have denied coverage for your medical care and you don't agree with our decision, Chapter 7, Section 4, tells you what you can do.)

Section 1.4 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in our plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "Notice of Privacy Practices," that tells you about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, we are required to get written permission from you first. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - ◆ For example, we are required to release health information to government agencies that are checking on quality of care.
 - ◆ Because you are a member of our plan through Medicare, we are required to give Medicare your health information. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held by our plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.5 We must give you information about our plan, our network of providers, and your covered services

As a member of our plan, you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in Braille or in large print.)

If you want any of the following kinds of information, please call Member Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about our plan's financial condition. It also includes information about the number of appeals made by members and our plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our network providers.**
 - ◆ For example, you have the right to get information from us about the qualifications of the providers in our network and how we pay the providers in our network.
 - ◆ For a list of the providers in our network, see the **Provider Directory**.
 - ◆ For more detailed information about our providers, you can call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at kp.org/directory.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - ◆ In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - ◆ If you have questions about the rules or restrictions, please call Member Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - ◆ If a medical service is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service from an out-of-network provider.
 - ◆ If you are not happy or if you disagree with a decision we make about what medical care is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 7 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 7 also tells you about how to make a complaint about quality of care, waiting times, and other concerns.)

- ◆ If you want to ask us to pay our share of a bill you have received for medical care, see Chapter 5 of this booklet.

Section 1.6 We must support your right to make decisions about your care

You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices in a way that you can understand.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say "no."** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. Of course, if you refuse treatment, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 7 of this booklet tells you how to ask us for a coverage decision.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can:

- Fill out a written form to give someone the legal authority to make medical decisions for you if you ever become unable to make decisions for yourself.
- Give your doctors written instructions about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "**advance directives**." There are different types of advance directives and different names for them. Documents called "**living will**" and "**power of attorney for health care**" are examples of advance directives.

If you want to use an "advance directive" to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. You can also contact Member Services to ask for the forms (phone numbers are printed on the back cover of this booklet).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, take a copy with you to the hospital.

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

District of Columbia Residents: Delmarva Foundation of the District of Columbia 924 Centreville Road Easton, MD 21601	Maryland Residents: Maryland Insurance Administration Consumer Complaint Investigation 200 St. Paul Place, Suite 2700 Baltimore, MD 21202	Virginia Residents: State Corporation Commission Virginia Bureau of Insurance P.O. Box 1157 Richmond, VA 23218
---	--	---

Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 7 of this booklet tells you what you can do. It gives you the details about how to deal with all types of problems and complaints.

What you need to do to follow up on a problem or concern depends upon the situation. You might need to ask us to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do—ask for a coverage decision, make an appeal, or make a complaint—we are required to treat you fairly.

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** or TTY **1-800-537-7697**, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, and it's not about discrimination, you can get help dealing with the problem you are having:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.9 How to get more information about your rights

There are several places where you can get more information about your rights:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact Medicare:
 - ◆ You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at <http://www.medicare.gov/Pubs/pdf/11534.pdf>.)
 - ◆ Or you can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.10 Information about new technology assessments

Rapidly changing technology affects health care and medicine as much as any other industry. To determine whether a new drug or other medical development has long-term benefits, our plan carefully monitors and evaluates new technologies for inclusion as covered benefits. These technologies include medical procedures, medical devices, and new drugs.

SECTION 2. You have some responsibilities as a member of our plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of our plan are listed below. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this **Evidence of Coverage** booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - ◆ Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
- **If you have any other health insurance coverage in addition to our plan, you are required to tell us.** Please call Member Services to let us know (phone numbers are printed on the back cover of this booklet).
 - ◆ We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is called "coordination of benefits" because it involves coordinating the health benefits you get from us with any other health benefits available to you. We'll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)
- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care.
 - ◆ Notifying out-of-network providers when seeking care (unless it is an emergency) that although you are enrolled in our plan, the provider should bill Original Medicare. You should present your membership card and your Medicare card.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - ◆ To help your doctors and other health care providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.

- ◆ Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
- ◆ If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - ◆ You must pay your plan premiums to continue being a member of our plan (see Chapter 1, Section 4.1).
 - ◆ In order to be eligible for our plan, you must have Medicare Part B (or both Part A and Part B). For that reason, some plan members must pay a premium for Medicare Part A and most plan members must pay a premium for Medicare Part B to remain a member of our plan.
 - ◆ For most of your medical services covered by our plan, you must pay your share of the cost when you get the service. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 4 tells you what you must pay for your medical services.
 - ◆ If you get any medical services that are not covered by our plan or by other insurance you may have, you must pay the full cost.
 - ◆ If you disagree with our decision to deny coverage for a service, you can make an appeal. Please see Chapter 7 of this booklet for information about how to make an appeal.
- **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Member Services (phone numbers are printed on the back cover of this booklet).
 - ◆ If you move outside of our plan service area, you cannot remain a member of our plan. (Chapter 1 tells you about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a special enrollment period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
 - ◆ If you move within our service area, we still need to know so we can keep your membership record up-to-date and know how to contact you.
 - ◆ If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
- **Call Member Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
 - ◆ Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
 - ◆ For more information about how to reach us, including our mailing address, please see Chapter 2.

**CHAPTER 7. What to do if you have a problem or complaint
(coverage decisions, appeals, and complaints)**

Background 108

SECTION 1. Introduction 108

Section 1.1 What to do if you have a problem or concern 108

Section 1.2 What about the legal terms? 108

**SECTION 2. You can get help from government organizations that are
not connected with us 109**

Section 2.1 Where to get more information and personalized assistance 109

SECTION 3. To deal with your problem, which process should you use?..... 109

Section 3.1 Should you use the process for coverage decisions and appeals? Or should
you use the process for making complaints? 109

Coverage decisions and appeals 110

SECTION 4. A guide to the basics of coverage decisions and appeals 110

Section 4.1 Asking for coverage decisions and making appeals—*The big picture* 110

Section 4.2 How to get help when you are asking for a coverage decision or making
an appeal 111

Section 4.3 Which section of this chapter gives the details for your situation? 112

**SECTION 5. Your medical care: How to ask for a coverage decision or
make an appeal 112**

Section 5.1 This section tells what to do if you have problems getting coverage for
medical care or if you want us to pay you back for our share of the cost of
your care 112

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to
authorize or provide the medical care coverage you want) 114

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of
a medical care coverage decision made by our plan) 117

Section 5.4 Step-by-step: How a Level 2 Appeal is done 119

Section 5.5 What if you are asking us to pay you for our share of a bill you have
received for medical care? 121

SECTION 6. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.....	122
Section 6.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights	122
Section 6.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date	123
Section 6.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date	126
Section 6.4 What if you miss the deadline for making your Level 1 Appeal?.....	127
SECTION 7. How to ask us to keep covering certain medical services if you think your coverage is ending too soon.....	129
Section 7.1 <i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services	129
Section 7.2 We will tell you in advance when your coverage will be ending.....	130
Section 7.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time.....	131
Section 7.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time.....	133
Section 7.5 What if you miss the deadline for making your Level 1 Appeal?.....	134
SECTION 8. Taking your appeal to Level 3 and beyond	136
Section 8.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals.....	136
Making complaints	138
SECTION 9. How to make a complaint about quality of care, waiting times, customer service, or other concerns.....	138
Section 9.1 What kinds of problems are handled by the complaint process?.....	138
Section 9.2 The formal name for "making a complaint" is "filing a grievance"	139
Section 9.3 Step-by-step: Making a complaint.....	140
Section 9.4 You can also make complaints about quality of care to the Quality Improvement Organization.....	141
Section 9.5 You can also tell Medicare about your complaint.....	141

Background

SECTION 1. Introduction

Section 1.1 What to do if you have a problem or concern

This chapter explains two types of processes for handling problems and concerns:

- For some types of problems, you need to use the process for coverage decisions and appeals.
- For other types of problems, you need to use the process for making complaints.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by you and us.

Which one do you use?

That depends upon the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says "making a complaint" rather than "filing a grievance," "coverage decision" rather than "organization determination" and "Independent Review Organization" instead of "Independent Review Entity." It also uses abbreviations as little as possible.

However, it can be helpful, and sometimes quite important, for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2. You can get help from government organizations that are not connected with us

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations, you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3, of this booklet.

You can also get help and information from Medicare

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- You can visit the Medicare website (<http://www.medicare.gov>).

SECTION 3. To deal with your problem, which process should you use?

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help you with your specific problem or concern, **START HERE:**

Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care is covered or not, the way in which it is covered, and problems related to payment for medical care.)

- **Yes, my problem is about benefits or coverage:**

Go to the next section in this chapter, **Section 4:** "A guide to the basics of coverage decisions and appeals."

- **No, my problem is not about benefits or coverage:**

Skip ahead to **Section 9 at the end of this chapter:** "How to make a complaint about quality of care, waiting times, customer service, or other concerns."

Coverage decisions and appeals

SECTION 4. A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals—*The big picture*

The process for coverage decisions and appeals deals with problems related to your benefits and coverage for medical services, including problems related to payment. This is the process you use for issues such as whether something is covered or not, and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. For example, your network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision, if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a service is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision.

If we say *no* to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

Section 4.2 How to get help when you are asking for a coverage decision or making an appeal

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call Member Services** (phone numbers are printed on the back cover of this booklet).
- To get free help from an independent organization that is not connected with our plan, **contact your State Health Insurance Assistance Program** (see Section 2 in this chapter).
- **Your doctor can make a request for you.**
 - ◆ For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your "representative" to ask for a coverage decision or make an appeal.
 - ◆ There may be someone who is already legally authorized to act as your representative under state law.
 - ◆ If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. (The form is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>.) The form gives that person permission to act on your behalf. It must be signed by you and by the person whom you would like to act on your behalf. You must give us a copy of the signed form.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, you are not required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

Section 4.3 Which section of this chapter gives the details for your situation?

There are three different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- Section 5 in this chapter: "Your medical care: How to ask for a coverage decision or make an appeal."
- Section 6 in this chapter: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- Section 7 in this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (applies to these services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services).

If you're not sure which section you should be using, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)." To keep things simple, we generally refer to "medical care coverage" or "medical care" in the rest of this section, instead of repeating "medical care or treatment or services" every time.

If you have a complaint about a bill when you receive care from an out-of-network provider, the appeals process described will not apply, unless you were directed to go to an out-of-network provider by the plan or one of the network providers for care covered by our plan (for example, an authorized referral).

You should refer to the notice of the service (called the "Medicare Summary Notice") you receive from Original Medicare. The Medicare Summary Notice provides information on how to appeal a decision made by Original Medicare.

This section tells you what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. We will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by our plan.
3. You have received medical care or services that you believe should be covered by our plan, but we have said we will not pay for this care.
4. You have received and paid for medical care or services that you believe should be covered by our plan, and you want to ask us to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.

Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:

- **Chapter 7, Section 6:** "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- **Chapter 7, Section 7:** "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.

For all other situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you want to find out whether we will cover the medical care or services you want?	You can ask us to make a coverage decision for you. Go to the next section in this chapter, Section 5.2 .

Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for?	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 5.3 in this chapter.
Do you want to ask us to pay you back for medical care or services you have already received and paid for?	You can send us the bill. Skip ahead to Section 5.5 in this chapter.

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want)

Legal Terms
When a coverage decision involves your medical care, it is called an " organization determination. "

Step 1: You ask us to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a "fast coverage decision."

Legal Terms
A "fast coverage decision" is called an " expedited determination. "

How to request coverage for the medical care you want

- Start by calling, writing, or faxing us to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days after we receive your request.**

- However, we can take up to 14 more calendar days if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the

process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

If your health requires it, ask us to give you a "fast coverage decision"

- **A fast coverage decision means we will answer within 72 hours.**
 - ◆ However, we can take up to 14 more calendar days if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for coverage for medical care you have not yet received. (You cannot get a fast coverage decision if your request is about payment for medical care you have already received.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor tells us that your health requires a "fast coverage decision," we will automatically agree to give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor's support, we will decide whether your health requires that we give you a fast coverage decision.**
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a "fast coverage decision"

- Generally, for a fast coverage decision, we will give you our answer **within 72 hours**.
 - ◆ As explained above, **we can take up to 14 more calendar days** under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

- ◆ If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is *no* to part or all of what you requested, we will send you a detailed written explanation as to why we said no.

Deadlines for a "standard coverage decision"

- Generally, for a standard coverage decision, we will give you our answer **within 14 calendar days of receiving your request**.
 - ◆ We can take up to 14 more calendar days ("an extended time period") under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)
 - ◆ If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 14 calendar days after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is *no* to part or all of what you requested, we will send you a written statement that explains why we said no.

Step 3: If we say *no* to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say *no*, you have the right to ask us to reconsider, and perhaps change this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)

Legal Terms

An appeal to our plan about a medical care coverage decision is called a plan "**reconsideration**."

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start an appeal, you, your doctor, or your representative must contact us.** For details about how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
 - ◆ If you have someone appealing our decision for you other than your doctor, your appeal must include an "Appointment of Representative" form authorizing this person to represent you. To get the form, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. It is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>. While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision.
- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.

- ◆ If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal" (you can make a request by calling us)

Legal Terms

A "fast appeal" is also called an " expedited reconsideration. "

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a "fast appeal."
- The requirements and procedures for getting a "fast appeal" are the same as those for getting a "fast coverage decision." To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a "fast appeal," we will give you a fast appeal.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said **no** to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a "fast appeal"

- When we are using the fast deadlines, we must give you our answer **within 72 hours** after we receive your appeal. We will give you our answer sooner if your health requires us to do so.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**. If we decide to take extra days to make the decision, we will tell you in writing.
 - ◆ If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - ♦ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days.**
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)
 - ♦ If we do not give you an answer by the deadline above, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- If our answer is *no* to part or all of what you requested, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Step 3: If our plan says *no* to part or all of your appeal, your case will automatically be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said *no* to your appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

Section 5.4 Step-by-step: How a Level 2 Appeal is done

If we say *no* to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: The Independent Review Organization reviews your appeal.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- We will send the information about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

*If you had a "fast appeal" at Level 1, you will also have a "**fast appeal**" at Level 2*

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 72 hours of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

*If you had a "standard appeal" at Level 1, you will also have a "**standard appeal**" at Level 2*

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 30 calendar days of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

Step 2: The Independent Review Organization gives you their answer.

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- If the review organization says **yes** to part or all of what you requested, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization.
- If this organization says **no** to part or all of your appeal, it means they agree with us that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision." It is also called "turning down your appeal.")
 - ◆ If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you got after your Level 2 Appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading Chapter 5 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services." Chapter 5 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells you how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 4.1 in this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service; see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)." We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: "Using our plan's coverage for your medical services").

We will say *yes* or *no* to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or if you haven't paid for the services, we will send the payment directly to the provider. (When we send the payment, it's the same as saying *yes* to your request for a coverage decision.)
- If the medical care is not covered, or you did not follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3 of this chapter. Go to this part for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is **yes** at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

SECTION 6. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "**discharge date**."
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

Section 6.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

During your covered hospital stay, you will be given a written notice called **An Important Message from Medicare about Your Rights**. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- Read this notice carefully and ask questions if you don't understand it. It tells you about your rights as a hospital patient, including:

- ◆ Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
- ◆ Your right to be involved in any decisions about your hospital stay, and know who will pay for it.
- ◆ Where to report any concerns you have about quality of your hospital care.
- ◆ Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

Legal Terms

The written notice from Medicare tells you how you can " request an immediate review. " Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 6.2 below tells you how you can request an immediate review.)

- **You must sign the written notice** to show that you received it and understand your rights.
 - ◆ You or someone who is acting on your behalf must sign the notice. (Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative.)
 - ◆ Signing the notice shows **only** that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice does **not** mean you are agreeing on a discharge date.
- **Keep your copy** of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.
 - ◆ If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
 - ◆ To look at a copy of this notice in advance, you can call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. You can also see it online at **<http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>**.

Section 6.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date
--

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.

- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.

It checks to see if your planned discharge date is medically appropriate for you.

Step 1: Contact the Quality Improvement Organization for your state and ask for a "fast review" of your hospital discharge. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

How can you contact this organization?

- The written notice you received (**An Important Message from Medicare About Your Rights**) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization **before** you leave the hospital and **no later than your planned discharge date**. (Your "planned discharge date" is the date that has been set for you to leave the hospital.)
 - ♦ **If you meet this deadline**, you are allowed to stay in the hospital after your discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.
 - ♦ **If you do not meet this deadline**, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 6.4.

Ask for a "fast review":

- You must ask the Quality Improvement Organization for a "fast review" of your discharge. Asking for a "fast review" means you are asking for the organization to use the "fast" deadlines for an appeal instead of using the standard deadlines.

Legal Terms
A "fast review" is also called an "immediate review" or an "expedited review."

Step 2: The Quality Improvement Organization conducts an independent review of your case.*What happens during this review?*

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives you your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

Legal Terms
This written explanation is called the "Detailed Notice of Discharge." You can get a sample of this notice by calling Member Services (phone numbers are printed on the back cover of this booklet) or 1-800-MEDICARE (1-800-633-4227) , 24 hours a day, 7 days a week. (TTY users should call 1-877-486-2048 .) Or you can see a sample notice online at http://www.cms.hhs.gov/BNI/ .

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.*What happens if the answer is **yes**?*

- If the review organization says **yes** to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet.)

*What happens if the answer is **no**?*

- If the review organization says **no** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for your **inpatient hospital**

services will end at noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

- If the review organization says **no** to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost of hospital care** you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 Appeal is no, you decide if you want to make another appeal.

- If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to "Level 2" of the appeals process.

Section 6.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 calendar days** after the day the Quality Improvement Organization said **no** to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

*If the review organization says **yes**:*

- We must reimburse you for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- You must continue to pay your share of the costs and coverage limitations may apply.

*If the review organization says **no**:*

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further by going on to Level 3.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 6.4 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 6.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. ("Quickly" means before you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Legal Terms

A "fast review" (or "fast appeal") is also called an "**expedited appeal**."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, **go to Chapter 2**, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of your planned discharge date, checking to see if it was medically appropriate.

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
- **If you stayed in the hospital after your planned discharge date, then you may have to pay the full cost of hospital care you received after the planned discharge date.**

*Step 4: If we say **no** to your fast appeal, your case will automatically be sent on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that you are **automatically** going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint.)

The complaint process is different from the appeals process. Section 9 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The Independent Review Organization is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- If this **organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue our plan's coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with us that your planned hospital discharge date was medically appropriate.
 - ♦ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by a judge.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say **no** to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 7. How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 7.1 This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services

This section is **only** about the following types of care:

- **Home health care services** you are getting.

- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a "skilled nursing facility," see Chapter 10, "Definitions of important words.")
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 10, "Definitions of important words.")

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information about your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, **we will stop paying our share of the cost for your care.**

If you think we are ending the coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Section 7.2 We will tell you in advance when your coverage will be ending

- **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
 - ♦ The written notice tells you the date when we will stop covering the care for you.
 - ♦ The written notice also tells you what you can do if you want to ask us to change this decision about when to end your care, and keep covering it for a longer period of time.

Legal Terms

In telling you what you can do, the written notice is telling how you can request a "**fast-track appeal.**" Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 7.3 below tells you how you can request a fast-track appeal.)

The written notice is called the "**Notice of Medicare Non-Coverage.**" To get a sample copy, call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048.**) Or see a copy online at <http://www.cms.hhs.gov/BNI/>.

- You must sign the written notice to show that you received it.
 - ♦ You or someone who is acting on your behalf must sign the notice. (Section 4 tells you how you can give written permission to someone else to act as your representative.)

- ◆ Signing the notice shows **only** that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with us that it's time to stop getting the care.

Section 7.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 9 in this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.

Step 1: Make your Level 1 Appeal: Contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care experts who are paid by the federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

How can you contact this organization?

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

What should you ask for?

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

Your deadline for contacting this organization.

- You must contact the Quality Improvement Organization to start your appeal no later than noon of the day after you receive the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 7.5 in this chapter.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers inform us of your appeal, you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

Legal Terms
This notice of explanation is called the " Detailed Explanation of Non-Coverage. "

Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

*What happens if the reviewers say **yes** to your appeal?*

- If the reviewers say **yes** to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

*What happens if the reviewers say **no** to your appeal?*

- If the reviewers say **no** to your appeal, then **your coverage will end** on the date we have told you. We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after this date when your coverage ends, **then you will have to pay the full cost of this care yourself.**

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say *no* to your Level 1 Appeal, and you choose to continue getting care after your coverage for the care has ended, then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.

Section 7.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.

*What happens if the review organization says **yes** to your appeal?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says **no**?*

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.

- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 7.5 What if you miss the deadline for making your Level 1 Appeal?
--

You can appeal to us instead

As explained above in Section 7.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A "fast review" (or "fast appeal") is also called an " expedited appeal ."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending our plan's coverage for services you were receiving.
- We will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end, **then you will have to pay the full cost of this care yourself.**

*Step 4: If we say **no** to your fast appeal, your case will automatically go on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, **we are required to send your appeal to the Independent Review Organization.** When we do this, it means that you are automatically going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 9 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The **Independent Review Organization** is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says *yes*** to your appeal, then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says *no* to your appeal**, it means they agree with the decision our plan made to your first appeal and will not change it.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say ***no*** to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 8. Taking your appeal to Level 3 and beyond

Section 8.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the administrative law judge says *yes* to your appeal, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 4. Unlike a decision at

Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.

- ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the judge's decision.
- ◆ If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the administrative law judge says *no* to your appeal, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says ***no*** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, or if the Appeals Council denies our request to review a favorable Level 3 Appeal decision, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Appeals Council's decision.
 - ◆ If we decide to appeal the decision, we will let you know in writing.
- **If the answer is *no* or if the Appeals Council denies the review request, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says ***no*** to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the administrative appeals process.

Making complaints

SECTION 9. How to make a complaint about quality of care, waiting times, customer service, or other concerns



If your problem is about decisions related to benefits, coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 in this chapter.

Section 9.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive.

If you have a complaint regarding a service provided by a hospital or skilled nursing facility that is not part of our network, follow the complaint process established by Original Medicare. However, if you have a complaint involving a network hospital or skilled nursing facility (or you were directed to go to an out-of-network hospital or skilled nursing facility by our plan or one of the network providers), you will follow the instructions contained in this section. This is true even if you received a Medicare Summary Notice indicating that a claim was processed but not covered by Original Medicare. Furthermore, if you have a complaint regarding an emergency or urgently needed service, or the cost-sharing for hospital or skilled nursing facility services, you will follow the instructions contained in this section.

Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can "make a complaint":

- **Quality of your medical care**
 - ◆ Are you unhappy with the quality of care you have received (including care in the hospital)?
- **Respecting your privacy**
 - ◆ Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?
- **Disrespect, poor customer service, or other negative behaviors**
 - ◆ Has someone been rude or disrespectful to you?
 - ◆ Are you unhappy with how our Member Services has treated you?
 - ◆ Do you feel you are being encouraged to leave our plan?
- **Waiting times**
 - ◆ Are you having trouble getting an appointment, or waiting too long to get it?

- ◆ Have you been kept waiting too long by doctors or other health professionals? Or by Member Services or other staff at our plan?
- ◆ Examples include waiting too long on the phone, in the waiting room, or in the exam room.
- **Cleanliness**
 - ◆ Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
- **Information you get from our plan**
 - ◆ Do you believe we have not given you a notice that we are required to give?
 - ◆ Do you think written information we have given you is hard to understand?

Timeliness (these types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)

The process of asking for a coverage decision and making appeals is explained in Sections 4–8 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:

- If you have asked us to give you a "fast coverage decision" or a "fast appeal," and we have said we will not, you can make a complaint.
- If you believe our plan is not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.
- When a coverage decision we made is reviewed and our plan is told that we must cover or reimburse you for certain medical services, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.
- When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 9.2 The formal name for "making a complaint" is "filing a grievance"

Legal Terms

- What this section calls a "complaint" is also called a "grievance."
- Another term for "making a complaint" is "filing a grievance."
- Another way to say "using the process for complaints" is "using the process for filing a grievance."

Section 9.3 Step-by-step: Making a complaint**Step 1: Contact us promptly—either by phone or in writing.**

- **Usually calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Call toll-free **1-888-777-5536** (TTY **711**), seven days a week, 8 a.m. to 8 p.m.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to you in writing. We will also respond in writing when you make a complaint by phone if you request a written response or your complaint is related to quality of care.
- **If you have a complaint, we will try to resolve your complaint over the phone.** If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. Your grievance must explain your concern, such as why you are dissatisfied with the services you received. Please see Chapter 2 for whom you should contact if you have a complaint.
 - ◆ You must submit your grievance to us (orally or in writing) within 60 calendar days of the event or incident. We must address your grievance as quickly as your health requires, but no later than 30 calendar days after receiving your complaint. We may extend the time frame to make our decision by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.
 - ◆ You can file a fast grievance about our decision not to expedite a coverage decision or appeal, or if we extend the time we need to make a decision about a coverage decision or appeal. We must respond to your fast grievance within 24 hours.
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
- **If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal,"** we will automatically give you a "fast complaint." If you have a "fast complaint," it means we will give you an answer **within 24 hours**.

Legal Terms

What this section calls a "**fast complaint**" is also called an "**expedited grievance**."

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.

- **Most complaints are answered in 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

Section 9.4 You can also make complaints about quality of care to the Quality Improvement Organization

You can make your complaint about the quality of care you received to us by using the step-by-step process outlined above.

When your complaint is about quality of care, you also have two extra options:

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (without making the complaint to us).
 - ♦ The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.
 - ♦ To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

Section 9.5 You can also tell Medicare about your complaint

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call **1-800-MEDICARE (1-800-633-4227)**. TTY/TDD users can call **1-877-486-2048**.

CHAPTER 8. Ending your membership in our plan

SECTION 1. Introduction	143
Section 1.1 This chapter focuses on ending your membership in our plan.....	143
SECTION 2. When can you end your membership in our plan?	143
Section 2.1 You can end your membership at any time.....	143
Section 2.2 Where can you get more information about when you can end your membership?	143
SECTION 3. How do you end your membership in our plan?	144
Section 3.1 To end your membership, you must ask us in writing	144
SECTION 4. Until your membership ends, you must keep getting your medical services through our plan	145
Section 4.1 Until your membership ends, you are still a member of our plan	145
SECTION 5. We must end your membership in our plan in certain situations.....	145
Section 5.1 When must we end your membership in our plan?	145
Section 5.2 We <u>cannot</u> ask you to leave our plan for any reason related to your health.....	146
Section 5.3 You have the right to make a complaint if we end your membership in our plan	146

SECTION 1. Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in our plan may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- **You might leave our plan because you have decided that you want to leave.**
 - ◆ You can disenroll from our plan at any time. Section 2 tells you more about when you can end your membership in our plan.
 - ◆ The process for voluntarily ending your membership varies depending upon what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care through our plan until your membership ends.

SECTION 2. When can you end your membership in our plan?

Section 2.1 You can end your membership at any time

You can disenroll from this plan at any time. You may switch to Original Medicare, or if you have a special enrollment period, you may enroll in a Medicare Advantage or another Medicare prescription drug plan. Your membership will usually end on the last day of the month in which we receive your request to change your plan.

Section 2.2 Where can you get more information about when you can end your membership?

If you have any questions or would like more information about when you can end your membership:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can find the information in the **Medicare & You** 2016 handbook.
 - ◆ Everyone with Medicare receives a copy of **Medicare & You** each fall. Those new to Medicare receive it within a month after first signing up.
 - ◆ You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or you can order a printed copy by calling Medicare at the number below.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- You can contact **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3. How do you end your membership in our plan?

Section 3.1 To end your membership, you must ask us in writing

You may end your membership in our plan at any time during the year and change to Original Medicare. To end your membership, you must make a request in writing to us. Your membership will end on the last day of the month in which we receive your request. Contact us if you need more information on how to do this. The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> • Another Medicare health plan. 	<ul style="list-style-type: none"> • Enroll in the Medicare health plan. • You will automatically be disenrolled from our plan when your new plan's coverage begins.
<ul style="list-style-type: none"> • Original Medicare with a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet). Then contact the Medicare prescription drug plan that you want to enroll in and ask to be enrolled. • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048. • You will be disenrolled from our plan when your coverage in Original Medicare begins. If you join a Medicare prescription drug plan, that coverage should begin at this time as well.
<ul style="list-style-type: none"> • Original Medicare without a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information about how to do this (phone numbers are printed on the back cover of this booklet). • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

If you would like to switch from our plan to:

This is what you should do:

- You will be disenrolled from our plan when your coverage in Original Medicare begins.

SECTION 4. Until your membership ends, you must keep getting your medical services through our plan

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave our plan, it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information about when your new coverage begins.) During this time, you must continue to get your medical care through our plan.

- If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged (even if you are discharged after your new health coverage begins).
- If you use out-of-network providers to obtain medical services, the services are covered under Original Medicare. You will be responsible for Original Medicare's cost-sharing for such services, with the exception of emergency and urgently needed services.

SECTION 5. We must end your membership in our plan in certain situations

Section 5.1 When must we end your membership in our plan?

We must end your membership in our plan if any of the following happen:

- If you do not stay continuously enrolled in Part B. Members must stay continuously enrolled in Part B.
- If you move out of our service area or if you are away from our service area for more than 90 days.
 - ♦ If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area. Phone numbers for Member Services are printed on the back cover of this booklet.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.

- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
 - ♦ If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you do not pay our plan premiums.

Where can you get more information?

If you have questions or would like more information about when we can end your membership:

- You can call Member Services for more information (phone numbers are printed on the back cover of this booklet).

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

We are not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in Chapter 7, Section 9, for information about how to make a complaint.

CHAPTER 9. Legal notices

SECTION 1. Notice about governing law.....	148
SECTION 2. Notice about nondiscrimination.....	148
SECTION 3. Notice about Medicare Secondary Payer subrogation rights.....	148
SECTION 4. Administration of this Evidence of Coverage	148
SECTION 5. Applications and statements.....	148
SECTION 6. Assignment.....	149
SECTION 7. Attorney and advocate fees and expenses	149
SECTION 8. Coordination of benefits	149
SECTION 9. Employer responsibility.....	149
SECTION 10. Evidence of Coverage binding on members.....	149
SECTION 11. Government agency responsibility.....	150
SECTION 12. Member nonliability.....	150
SECTION 13. No waiver	150
SECTION 14. Notices	150
SECTION 15. Overpayment recovery.....	150
SECTION 16. Third party liability	150
SECTION 17. U.S. Department of Veterans Affairs.....	151
SECTION 18. Workers' compensation or employer's liability benefits.....	151
SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance.....	152

SECTION 1. Notice about governing law

Many laws apply to this **Evidence of Coverage** and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2. Notice about nondiscrimination

We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare health plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

SECTION 3. Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Kaiser Permanente Medicare Plus, as a Medicare Cost Plan sponsor, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any state laws.

SECTION 4. Administration of this Evidence of Coverage

We may adopt reasonable policies, procedures, and interpretations to promote orderly and efficient administration of this **Evidence of Coverage**.

SECTION 5. Applications and statements

You must complete any applications, forms, or statements that we request in our normal course of business or as specified in this **Evidence of Coverage**.

SECTION 6. Assignment

You may not assign this **Evidence of Coverage** or any of the rights, interests, claims for money due, benefits, or obligations hereunder without our prior written consent.

SECTION 7. Attorney and advocate fees and expenses

In any dispute between a member and Health Plan, the Medical Group, or Kaiser Foundation Hospitals, each party will bear its own fees and expenses, including attorneys' fees, advocates' fees, and other expenses.

SECTION 8. Coordination of benefits

As described in Chapter 1 (Section 7) "How other insurance works with our plan," if you have other insurance, you are required to use your other coverage in combination with your coverage as a Medicare Plus member to pay for the care you receive. This is called "coordination of benefits" because it involves coordinating all of the health benefits that are available to you. You will get your covered care as usual from network providers, and the other coverage you have will simply help pay for the care you receive.

If your other coverage is the primary payer, it will often settle its share of payment directly with us, and you will not have to be involved. However, if payment owed to us by a primary payer is sent directly to you, you are required by Medicare law to give this primary payment to us. For more information about primary payments in third party liability situations, see Section 16, and for primary payments in workers' compensation cases, see Section 18.

You must tell us if you have other health care coverage, and let us know whenever there are any changes in your additional coverage.

SECTION 9. Employer responsibility

For any services that the law requires an employer to provide, we will not pay the employer, and when we cover any such services, we may recover the value of the services from the employer.

SECTION 10. Evidence of Coverage binding on members

By electing coverage or accepting benefits under this **Evidence of Coverage**, all members legally capable of contracting, and the legal representatives of all members incapable of contracting, agree to all provisions of this **Evidence of Coverage**.

SECTION 11. Government agency responsibility

For any services that the law requires be provided only by or received only from a government agency, we will not pay the government agency, and when we cover any such services we may recover the value of the services from the government agency.

SECTION 12. Member nonliability

Our contracts with network providers provide that you are not liable for any amounts we owe. However, you are liable for the cost of noncovered services you obtain from network providers or out-of-network providers.

SECTION 13. No waiver

Our failure to enforce any provision of this **Evidence of Coverage** will not constitute a waiver of that or any other provision, or impair our right thereafter to require your strict performance of any provision.

SECTION 14. Notices

Our notices to you will be sent to the most recent address we have. You are responsible for notifying us of any change in your address. If you move, please call Member Services (phone numbers are printed on the back of this booklet) and Social Security at **1-800-772-1213** (TTY **1-800-325-0778**) as soon as possible to report your address change.

SECTION 15. Overpayment recovery

We may recover any overpayment we make for services from anyone who receives such an overpayment or from any person or organization obligated to pay for the services.

SECTION 16. Third party liability

As stated in Chapter 1, Section 7, third parties who cause you injury or illness (and/or their insurance companies) usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue these primary payments. If you obtain a judgment or settlement from or on behalf of a third party who allegedly caused an injury or illness for which you received covered services, you must pay us "Plan Charges" for those services. **Note:** This Section 16 does not affect your obligation to pay cost-sharing for these services, but we will credit any such payments toward the amount you must pay us under this section. Please refer to Chapter 10 for the definition of "Plan Charges."

To the extent permitted or required by law, we have the option of becoming subrogated to all claims, causes of action, and other rights you may have against a third party or an insurer, government program, or other source of coverage for monetary damages, compensation, or indemnification on account of the injury or illness allegedly caused by the third party. We will be so subrogated as of the time we mail or deliver a written notice of our exercise of this option to you or your attorney, but we will be subrogated only to the extent of the total of Plan Charges for the relevant services.

To secure our rights, we will have a lien on the proceeds of any judgment or settlement you or we obtain against a third party. The proceeds of any judgment or settlement that you or we obtain shall first be applied to satisfy our lien, regardless of whether the total amount of the proceeds is less than the actual losses and damages you incurred.

Within 30 days after submitting or filing a claim or legal action against a third party, you must send written notice of the claim or legal action to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Attention: Patient Financial Services Dep't
2101 East Jefferson Street, Rockville, Maryland 20852

In order for us to determine the existence of any rights we may have and to satisfy those rights, you must complete and send us all consents, releases, authorizations, assignments, and other documents, including lien forms directing your attorney, the third party, and the third party's liability insurer to pay us directly. You may not agree to waive, release, or reduce our rights under this provision without our prior, written consent.

If your estate, parent, guardian, or conservator asserts a claim against a third party based on your injury or illness, your estate, parent, guardian, or conservator and any settlement or judgment recovered by the estate, parent, guardian, or conservator shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the third party. We may assign our rights to enforce our liens and other rights.

SECTION 17. U.S. Department of Veterans Affairs

For any services for conditions arising from military service that the law requires the Department of Veterans Affairs to provide, we will not pay the Department of Veterans Affairs, and when we cover any such services we may recover the value of the services from the Department of Veterans Affairs.

SECTION 18. Workers' compensation or employer's liability benefits

As stated in Chapter 1, Section 7, workers' compensation usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue primary payments under workers' compensation or employer's liability law. You may be eligible for payments or other benefits, including amounts received as a settlement (collectively referred to as "Financial Benefit"), under workers' compensation or employer's liability law. We will provide covered services even if it is unclear

whether you are entitled to a Financial Benefit, but we may recover the value of any covered services from the following sources:

- From any source providing a Financial Benefit or from whom a Financial Benefit is due.
- From you, to the extent that a Financial Benefit is provided or payable or would have been required to be provided or payable if you had diligently sought to establish your rights to the Financial Benefit under any workers' compensation or employer's liability law.

SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance

We are subject to regulation in this Commonwealth by the State Corporation Commission Bureau of Insurance pursuant to Title 38.2 and by the Virginia Department of Health pursuant to Title 32.1.

In the event you need to contact someone about this insurance for any reason, please contact your agent. If no agent was involved in the sale of this insurance, or if you have additional questions, you may contact Kaiser Permanente at the following address and telephone number:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
P.O. Box 6831
2101 East Jefferson Street
Rockville MD 20849-6831
301-468-6000 or 1-800-777-7902

We recommend that you familiarize yourself with our customer satisfaction and appeals processes as described in Chapter 7: "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," and make use of it before taking any other action.

If you have been unable to contact or obtain satisfaction from the company or your agent, you may contact the Virginia State Corporation Commission's Bureau of Insurance at:

State Corporation Commission
Bureau of Insurance
P.O. Box 115
Richmond VA 23218
804-371-9741 or 1-800-552-7945

Written correspondence is preferable so that a record of your inquiry is maintained. When contacting your agent, Kaiser Permanente, or the Bureau of Insurance, have your policy number available

CHAPTER 10. Definitions of important words

Allowance – A specified credit amount that you can use toward the purchase price of an item. If the price of the item(s) you select exceeds the allowance, you will pay the amount in excess of the allowance, which does not apply to the annual out-of-pocket maximum.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Annual Enrollment Period – A set time each fall when members can change their health or drug plans. The Annual Enrollment Period is from October 15 until December 7. (As a member of a Medicare Cost Plan, you can switch to Original Medicare at any time. But you can only join a new Medicare health or drug plan during certain times of the year, such as the Annual Enrollment Period.)

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or payment for services you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for an item or service you think you should be able to receive. Chapter 7 explains appeals, including the process involved in making an appeal.

Balance Billing – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost-sharing amount. As a member of our plan, you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

Benefit Period – The way that both our plan and Original Medicare measure your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Coinsurance – An amount you may be required to pay as your share of the cost for services. Coinsurance is usually a percentage (for example, 20%) of Plan Charges.

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used for certain types of problems only. This includes problems related to quality of care, waiting times, and the customer service you receive. See also "Grievance," in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Coordination of Benefits (COB) – Coordination of Benefits is a provision used to establish the order in which claims are paid when you have other insurance. If you have Medicare and other health insurance or coverage, each type of coverage is called a "payer." When there is more than one payer, there are "coordination of benefits" rules that decide which one pays first. The "primary payer" pays what it owes on your bills first, and then sends the rest to the "secondary payer" to pay. If payment owed to us is sent directly to you, you are required under Medicare law to give the payment to us. In some cases, there may also be a third payer. See Chapter 1 (Section 7) and Chapter 9 (Section 8) for more information.

Copayment – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit or hospital outpatient visit. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit.

Cost-Sharing – Cost-sharing refers to amounts that a member has to pay when services are received. (This is in addition to our plan's monthly premium.) Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services are covered; (2) any fixed "copayment" amount that a plan requires when a specific service is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service that a plan requires when the service is received. Note: In some cases, you may not pay all applicable cost-sharing at the time you receive the services, and we will send you a bill later for the cost-sharing. For example, if you receive nonpreventive care during a scheduled preventive care visit, we may bill you later for the cost-sharing applicable to the nonpreventive care. For items ordered in advance, you pay the copayment in effect on the order date (although we will not cover the item unless you still have coverage for it on the date you receive it) and you may be required to pay the copayment when the item is ordered.

Covered Services – The general term we use to mean all of the health care services and items that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Deductible – The amount you must pay for health care before our plan begins to pay.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Durable Medical Equipment – Certain medical equipment that is ordered by your doctor for medical reasons. Examples are walkers, wheelchairs, or hospital beds.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

Emergency Medical Condition – Either: (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a plan hospital (or designated hospital) before delivery or if transfer poses a threat to your (or your unborn child's) health and safety.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Grievance – A type of complaint you make about us or one of our network providers, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Group Health Cooperative (GHC) – When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or GHC service area. GHC is located in parts of Washington and Northern Idaho. For more information, please refer to Chapter 3, Section 2.2, and you may visit GHC's website at ghc.org/about_gh/index.jhtml.

Home Health Aide – A home health aide provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (for example, bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Home Health Care – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered services are listed in the Medical Benefits Chart in Chapter 4. We cover home health care in accord with Medicare guidelines. Home health care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren't covered unless you are also getting a covered skilled service. Home health services do not include the services of housekeepers, food service arrangements, or full-time nursing care at home.

Hospice – An enrollee who has six months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums, you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

Hospital Inpatient Stay – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an "outpatient."

Income Related Monthly Adjustment Amount (IRMAA) – If your income is above a certain limit, you will pay an income-related monthly adjustment amount in addition to your plan premium. For example, individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the seven-month period that begins three months before the month you turn 65, includes the month you turn 65, and ends three months after the month you turn 65.

Inpatient Hospital Care – Health care that you get during an inpatient stay in an acute care general hospital.

Kaiser Foundation Health Plan (Health Plan) – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc, is a nonprofit corporation and a Medicare Cost Plan. This **Evidence of Coverage** sometimes refers to Health Plan as "we" or "us."

Kaiser Permanente – Kaiser Foundation Hospitals, Health Plan, and the Medical Group.

Kaiser Permanente Region – A Kaiser Foundation Health Plan organization or allied plan that conducts a direct-service health care program. When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or Group Health Cooperative service area. For more information, please refer to Chapter 3, Section 2.2.

Long-Term Care Hospital – A Medicare-certified acute-care hospital that typically provide Medicare covered services such as comprehensive rehabilitation, respiratory therapy, head trauma treatment, and pain management. They are not long-term care facilities such as convalescent or assisted living facilities.

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for Part A and Part B services covered by our plan. Amounts you pay for your plan premiums and Medicare Part A and Part B premiums do not count toward the maximum out-of-pocket amount. See Chapter 4, Section 1.2, for information about your maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6, for information about how to contact Medicaid in your state.

Medical Care or Services – Health care services or items. Some examples of health care items include durable medical equipment, eyeglasses, and drugs covered by Medicare Part A or Part B.

Medical Group – It is the network of plan providers that our plan contracts with to provide covered services to you. The name of our medical group is the Mid-Atlantic Permanente Medical Group, P.C., a for-profit professional corporation.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, a PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area, except people with End-Stage Renal Disease (unless certain exceptions apply).

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-Inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

"Medigap" (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Cost Plan is not a Medigap policy.)

Member (Member of our Plan, or "Plan Member") – A person with Medicare who is eligible to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

Network Physician – Any licensed physician who is a partner or employee of the Medical Group, or any licensed physician who contracts to provide services to our members (but not including physicians who contract only to provide referral services).

Network Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. We call them "**network providers**" when they have an agreement with our plan to accept our payment as payment in full, and in some cases, to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as "plan providers."

Organization Determination – The Cost plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. The Cost plan's network provider or facility has also made an organization determination when it provides you with an item or service, or refers you to an out-of-network provider for an item or service. Organization determinations are called "coverage decisions" in this booklet. Chapter 7 explains how to ask us for a coverage decision.

Original Medicare ("Traditional Medicare" or "Fee-for-Service" Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for "Cost-Sharing" above. A member's cost-sharing requirement to pay for a portion of services received is also referred to as the member's "out-of-pocket" cost requirement.

PACE Plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) for as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

Part C – See "**Medicare Advantage (MA) Plan.**"

Plan – Kaiser Permanente Medicare Plus.

Plan Charges – Plan Charges means the following:

- For services provided by the Medical Group or Kaiser Foundation Hospitals, the charges in Health Plan's schedule of Medical Group and Kaiser Foundation Hospitals charges for services provided to members.
- For services for which a provider (other than the Medical Group or Kaiser Foundation Hospitals) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider.
- For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a member for the item if a member's benefit plan did not cover the item (this amount is an estimate of: the cost of acquiring, storing, and dispensing drugs; the direct and indirect costs of providing Kaiser Permanente pharmacy services to members; and the pharmacy program's contribution to the net revenue requirements of Health Plan).
- For all other services, the payments that Kaiser Permanente makes for the services or, if Kaiser Permanente subtracts cost-sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost-sharing.

Post-Stabilization Care – Medically necessary services related to your emergency medical condition that you receive after your treating physician determines that this condition is clinically stable. You are considered clinically stable when your treating physician believes, within a reasonable medical probability and in accordance with recognized medical standards, that you are safe for discharge or transfer and that your condition is not expected to get materially worse during or as a result of the discharge or transfer.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Member cost-sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both network (preferred) and out-of-network (nonpreferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health care or prescription drug coverage.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1, for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services. Some in-network medical services are covered only if your doctor or other network provider gets "prior authorization" from our plan. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4 and described in Chapter 3, Section 2.3.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4, for information about how to contact the QIO for your state.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (nonemergency) services. Our plan may disenroll you if you permanently move out of our plan's service area.

Services – Health care services or items.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Enrollment Period – A set time when members can change their health or drug plans or return to Original Medicare. Situations in which you may be eligible for a special enrollment period include: if you move outside the service area, if you are getting "Extra Help" with your prescription drug costs, if you move into a nursing home, or if we violate our contract with you.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

Kaiser Permanente Medicare Plus Member Services

METHOD	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

State Health Insurance Assistance Program

A State Health Insurance Assistance Program (SHIP) is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. Please refer to Chapter 2, Section 3, for SHIP contact information.

January 1 – December 31, 2016

Evidence of Coverage

Your Medicare Health Benefits and Services as a Member of Kaiser Permanente Medicare Plus (Cost)

This booklet gives you the details about your Medicare health care coverage from January 1 to December 31, 2016. It explains how to get coverage for the health care services you need. This is an important legal document. Please keep it in a safe place.

This plan, Kaiser Permanente Medicare Plus, is offered by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When this **Evidence of Coverage** says "we," "us," or "our," it means Health Plan. When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Member Services has free language interpreter services available for non-English speakers (phone numbers are printed on the back cover of this booklet).

This information is available in a different format for the visually impaired by calling Member Services (phone numbers are printed on the back cover of this booklet).

Benefits, premium, deductible, and/or copayments/coinsurance may change on January 1, 2017.

2016 Evidence of Coverage

Table of Contents

This list of chapters and page numbers is your starting point. For more help in finding information you need, go to the first page of a chapter. You will find a detailed list of topics at the beginning of each chapter.

CHAPTER 1. Getting started as a member..... 1

Explains what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, your plan premium, your plan membership card, and keeping your membership record up-to-date.

CHAPTER 2. Important phone numbers and resources 11

Tells you how to get in touch with our plan (Medicare Plus) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), and the Railroad Retirement Board.

CHAPTER 3. Using our plan's coverage for your medical services 21

Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in our plan's network and how to get care when you have an emergency.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay) 34

Gives the details about which types of medical care are covered and *not* covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.

CHAPTER 5. Asking us to pay our share of a bill you have received for covered medical services..... 93

Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services.

CHAPTER 6. Your rights and responsibilities 97

Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.

CHAPTER 7. What to do if you have a problem or complaint (coverage decisions, appeals, and complaints) 106

Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care you think is covered by our plan. This includes asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.
- Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.

CHAPTER 8. Ending your membership in our plan..... 142

Explains when and how you can end your membership in our plan.
Explains situations in which our plan is required to end your membership.

CHAPTER 9. Legal notices 147

Includes notices about governing law and about nondiscrimination.

CHAPTER 10. Definitions of important words 153

Explains key terms used in this booklet.

AMENDMENT. "What You Need To Know" – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices

CHAPTER 1. Getting started as a member

SECTION 1. Introduction	2
Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan	2
Section 1.2 What is the Evidence of Coverage booklet about?	2
Section 1.3 Legal information about the Evidence of Coverage.....	3
SECTION 2. What makes you eligible to be a plan member?	3
Section 2.1 Your eligibility requirements	3
Section 2.2 What are Medicare Part A and Medicare Part B?	3
Section 2.3 Here is our plan service area for Medicare Plus.....	4
SECTION 3. What other materials will you get from us?	4
Section 3.1 Your plan membership card—use it to get the care covered by our plan	4
Section 3.2 The Provider Directory: Your guide to all providers in our network.....	5
SECTION 4. Your monthly premium for our plan	6
Section 4.1 How much is your plan premium?	6
Section 4.2 There are several ways you can pay your plan premium	7
Section 4.3 Can we change your monthly plan premium during the year?	8
SECTION 5. Please keep your plan membership record up-to-date.....	8
Section 5.1 How to help make sure that we have accurate information about you.....	8
SECTION 6. We protect the privacy of your personal health information.....	9
Section 6.1 We make sure that your health information is protected	9
SECTION 7. How other insurance works with our plan	10
Section 7.1 Which plan pays first when you have other insurance?	10

SECTION 1. Introduction

Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan

You are covered by Medicare, and you have chosen to get your Medicare health care coverage through our plan, Kaiser Permanente Medicare Plus. There are different types of Medicare health plans. Medicare Plus is a Medicare Cost Plan. This plan does not include Part D prescription drug coverage. Like all Medicare health plans, this Medicare Cost Plan is approved by Medicare and run by a private company.

Section 1.2 What is the Evidence of Coverage booklet about?

This **Evidence of Coverage** booklet tells you how to get your Medicare medical care covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of our plan.

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage**:

- Kaiser Permanente Medicare Plus High w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**High Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/o D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Part B Only Option**" plan for members without Medicare Part A coverage.

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

The words "coverage" and "covered services" refer to the medical care and services available to you as a member of our plan.

It's important for you to learn what our plan's rules are and what services are available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** booklet.

If you are confused or concerned or just have a question, please contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.3 Legal information about the Evidence of Coverage

It's part of our contract with you

This **Evidence of Coverage** is part of our contract with you about how our plan covers your care. Other parts of this contract include your enrollment form, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The contract is in effect for the months in which you are enrolled in Medicare Plus between January 1, 2016, and December 31, 2016.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of our plan after December 31, 2016. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2016.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer our plan and Medicare renews its approval of our plan.

SECTION 2. What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You have Medicare Part B (or you have both Part A and Part B) (Section 2.2 below tells you about Medicare Part A and Medicare Part B).
- – *and* – you live in our geographic service area (Section 2.3 below describes our service area).
- – *and* – you do not have End-Stage Renal Disease (ESRD), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer.

Section 2.2 What are Medicare Part A and Medicare Part B?

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services), skilled nursing facilities, or home health agencies.
- Medicare Part B is for most other medical services (such as physician's services and other outpatient services) and certain items (such as durable medical equipment and supplies).

Section 2.3 Here is our plan service area for Medicare Plus

Although Medicare is a federal program, our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes the city of Washington D.C. and these cities and counties in Maryland and Virginia: Alexandria City, Anne Arundel, Arlington, Baltimore County, Baltimore City, Carroll County, Fairfax City, Fairfax County, Falls Church City, Harford County, Howard County, Loudoun County, Manassas City, Manassas Park City, Montgomery County, Prince George's County, and Prince William County.

Also, our service area includes these parts of counties in Maryland, in the following ZIP codes only:

- **Calvert County:** 20639, 20678, 20689, 20714, 20732, 20736, and 20754.
- **Charles County:** 20601, 20602, 20603, 20604, 20612, 20616, 20617, 20637, 20640, 20643, 20646, 20658, 20675, 20677, and 20695.
- **Frederick County:** 21701, 21702, 21703, 21704, 21705, 21709, 21710, 21714, 21716, 21717, 21718, 21754, 21755, 21758, 21759, 21762, 21769, 21770, 21771, 21774, 21775, 21777, 21790, 21792, and 21793.

In addition, we offer coverage in several states. However, there may be cost or other differences between the plans we offer in each state. If you move out of state and into a state that is still within our service area, you must call Member Services in order to update your information. If you move into a state outside of our service area, you cannot remain a member of our plan. Please call Member Services to find out if we have a plan in your new state.

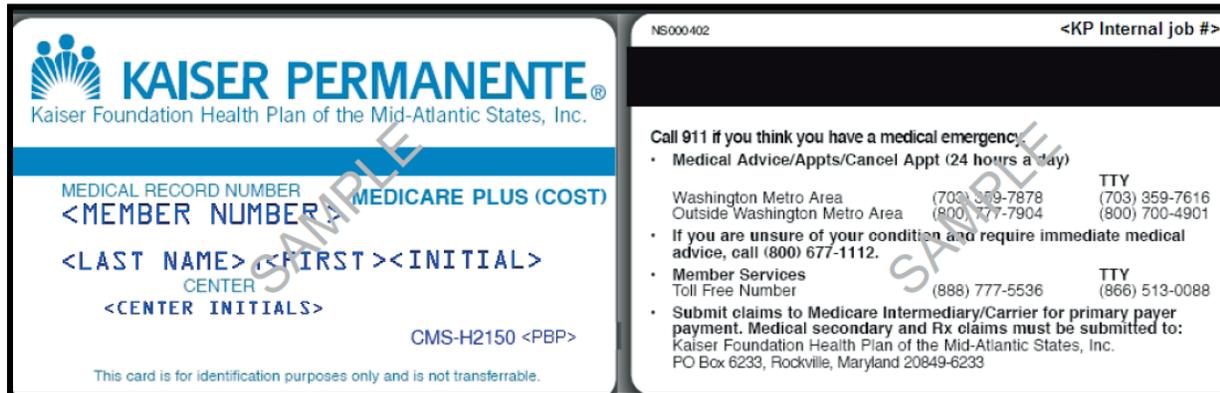
If you plan to move out of the service area, please contact Member Services (phone numbers are printed on the back cover of this booklet). When you move, you will have a special enrollment period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

SECTION 3. What other materials will you get from us?

Section 3.1 Your plan membership card—use it to get the care covered by our plan

We will send you a plan membership card. You should use this card whenever you get covered services from a Medicare Plus network provider. Here's a sample membership card to show you what yours will look like:



If your plan membership card is damaged, lost, or stolen, call Member Services right away and we will send you a new card. Phone numbers for Member Services are printed on the back cover of this booklet.

Because Medicare Plus is a Medicare Cost Plan, you should also **keep your red, white, and blue Medicare card with you**. As a Cost Plan member, if you receive Medicare-covered services (except for emergency or urgent care) from an out-of-network provider or when you are outside of our service area, these services will be paid for by Original Medicare, not our plan. In these cases, you will be responsible for Original Medicare deductibles and coinsurance. (If you receive emergency or urgent care from an out-of-network provider or when you are outside of our service area, our plan will pay for these services.) It is important that you keep your red, white, and blue Medicare card with you for when you receive services paid for under Original Medicare.

Section 3.2 The Provider Directory: Your guide to all providers in our network

The **Provider Directory** lists our network providers.

What are "network providers"?

Network providers are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost-sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan. However, members of our plan may also get services from out-of-network providers. If you get care from out-of-network providers, you will pay the cost-sharing amounts under Original Medicare.

If you don't have your copy of the **Provider Directory**, you can request a copy from Member Services (phone numbers are printed on the back cover of this booklet). You may ask Member Services for more information about our network providers, including their qualifications. You can view or download the **Provider Directory** at kp.org/directory. Both Member Services and our website can give you the most up-to-date information about our network providers.

SECTION 4. Your monthly premium for our plan

Section 4.1 How much is your plan premium?

As a member of our plan, you pay a monthly plan premium. The table below shows the monthly plan premium amount for each plan we are offering in the service area. In addition, you must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Medicare Plus plan name	Monthly plan premium
High Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.	\$85
Standard Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.	\$15
Basic Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.	\$0
Basic Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.	\$373

Many members are required to pay other Medicare premiums

In addition to paying the monthly plan premium, many members are required to pay other Medicare premiums. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. And most plan members pay a premium for Medicare Part B. You must continue paying your Medicare Part B premium to remain a member of our plan.

Your copy of **Medicare & You** 2016 gives you information about Medicare premiums in the section called "2016 Medicare Costs." This explains how the Medicare Part B premium differs for people with different incomes. Everyone with Medicare receives a copy of **Medicare & You** each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of **Medicare & You** 2016 from the Medicare website (<http://www.medicare.gov>) or you can order a printed copy by phone at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users call **1-877-486-2048**.

Section 4.2 There are several ways you can pay your plan premium

There are three ways you can pay your plan premium. You will pay by check (Option 1) unless you tell us that you want your premium automatically deducted from your bank (Option 2) or your Social Security check (Option 3). To sign up for Option 2 or 3, or to change your selection at any time, please call Member Services and tell us which option you want.

If you decide to change the way you pay your premium, it can take up to three months for your new payment method to take effect. While we are processing your request for a new payment method, you are responsible for making sure that your plan premium is paid on time.

Option 1: You can pay by check or money order

You may send your monthly plan premium directly to us. We must receive your check made payable to "**Kaiser Permanente**" on or before the first of the coverage month at the following address:

Kaiser Permanente
Membership Accounting Department
PO Box 64199
Baltimore, MD 21264-4199

Note: You cannot pay in person.

Option 2: You can sign up for electronic funds transfer (EFT)

Instead of paying by check, you can have your monthly plan premium automatically withdrawn from your bank account. Please call Member Services to learn how to start or stop automatic payments of your plan premium and other details about this option, such as when your monthly withdrawal will occur. You can also make a payment using a credit card over the phone by calling our Membership Administration Department at **800-777-7902**, 8:00 a.m. to 4:30 p.m., Monday through Friday.

Option 3: You can have our plan premium taken out of your monthly Social Security check

You can have our plan premium taken out of your monthly Social Security check. Contact Member Services for more information about how to pay your monthly plan premium this way. We will be happy to help you set this up. Phone numbers for Member Services are printed on the back cover of this booklet.

What to do if you are having trouble paying your plan premium

Your plan premium is due in our office by the first day of the coverage month. If we have not received your premium payment by the 10th day of the coverage month, we will send you a notice telling you that your plan membership will end if we do not receive your premium payment within 90 days.

If you are having trouble paying your plan premium on time, please contact Member Services to see if we can direct you to programs that will help with your plan premium. Phone numbers for Member Services are printed on the back cover of this booklet.

If we end your membership because you did not pay your premium, you will have health coverage under Original Medicare.

At the time we end your membership, you may still owe us for premiums you have not paid. We have the right to pursue collection of the premiums you owe.

If you think we have wrongfully ended your membership, you have a right to ask us to reconsider this decision by making a complaint. Chapter 7, Section 9, in this booklet tells you how to make a complaint. If you had an emergency circumstance that was out of your control and it caused you to not be able to pay your premiums within our grace period, you can ask Medicare to reconsider this decision by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 4.3 Can we change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for our plan's monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.

SECTION 5. Please keep your plan membership record up-to-date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage, including your Primary Care Provider.

The doctors, hospitals, and other providers in our network need to have correct information about you. These network providers use your membership record to know what services are covered and the cost-sharing amounts for you. Because of this, it is very important that you help us keep your information up-to-date.

Let us know about these changes:

- Changes to your name, your address, or your phone number.
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid).
- If you have any liability claims, such as claims from an automobile accident.
- If you have been admitted to a nursing home.
- If you receive care in an out-of-area or out-of-network hospital or emergency room.
- If your designated responsible party (such as a caregiver) changes.
- If you are participating in a clinical research study.

If any of this information changes, please let us know by calling Member Services (phone numbers are printed on the back cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 6. We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 6, Section 1.4, of this booklet.

SECTION 7. How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the "primary payer" and pays up to the limits of its coverage. The one that pays second, called the "secondary payer," only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends upon your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - ◆ If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.
 - ◆ If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
 - ◆ If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance).
- Liability (including automobile insurance).
- Black lung benefits.
- Workers' compensation.

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2. Important phone numbers and resources

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)..... **12**

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)..... **14**

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)..... **15**

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare) **17**

SECTION 5. Social Security..... **17**

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)..... **18**

SECTION 7. How to contact the Railroad Retirement Board **20**

SECTION 8. Do you have "group insurance" or other health insurance from an employer?..... **20**

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)

How to contact our plan's Member Services

For assistance with claims, billing, or membership card questions, please call or write to Medicare Plus Member Services. We will be happy to help you.

Method	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. An appeal is a formal way of asking us to review and change a coverage decision we have made. You can make a complaint about us or one of our network providers, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes.

For more information about asking for a coverage decision or making an appeal or a complaint about your medical care, see Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." You may call us if you have questions about our coverage decision process.

Method	Coverage decisions, appeals, or complaints for medical care – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org
MEDICARE WEBSITE	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx .

Where to send a request asking us to pay for our share of the cost for medical care you have received

For more information about situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 5, "Asking us to pay our share of a bill you have received for covered medical services."

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," for more information.

Method	Payment requests – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Payment requests – contact information
	2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called "CMS"). This agency contracts with Medicare Advantage and Medicare Cost Plan organizations, including our plan.

Method	Medicare – contact information
CALL	1-800-MEDICARE or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<u>http://www.medicare.gov</u> This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state. The Medicare website also has detailed information about your Medicare eligibility and enrollment options, with the following tools: <ul style="list-style-type: none"> • Medicare Eligibility Tool: Provides Medicare eligibility status information. • Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and

Method	Medicare – contact information
	<p data-bbox="464 306 1377 411">Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans.</p> <p data-bbox="431 432 1409 495">You can also use the website to tell Medicare about any complaints you have about our plan:</p> <ul style="list-style-type: none"><li data-bbox="431 520 1414 705">• Tell Medicare about your complaint: You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. <p data-bbox="431 730 1398 940">If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called **Health Insurance Counseling Project**.
- In Maryland, the SHIP is called **Maryland Department of Aging**.
- In Virginia, the SHIP is called **Virginia Insurance Counseling and Assistance Program**.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

Method	Health Insurance Counseling Project (District of Columbia's SHIP) – contact information
CALL	202-994-6272
TTY	202-994-6656 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	2136 Pennsylvania Avenue, N.W., Washington, DC 20052
WEBSITE	www.law.gwu.edu/academics/el/clinics/insurance/

Method	Maryland Department of Aging – contact information
CALL	410-767-1100 or toll free 1-800-243-3425
TTY	711
WRITE	301 West Preston St., Suite 1007, Baltimore, MD 21201
WEBSITE	mdoa.state.md.us/

Method	Virginia Insurance Counseling and Assistance Program – contact information
CALL	804-662-9333 or toll free 1-800-552-3402
TTY	711
WRITE	1610 Forest Avenue, Suite 100, Henrico, VA 23229
WEBSITE	vda.virginia.gov

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For District of Columbia, Maryland, and Virginia, the Quality Improvement Organization is called KEPRO.

KEPRO has a group of doctors and other health care professionals who are paid by the federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KEPRO is an independent organization. It is not connected with our plan.

You should contact KEPRO in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

Method	KEPRO (District of Columbia's, Maryland's, and Virginia's QIO) – contact information
CALL	1-844-455-8708
TTY	1-855-843-4776 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609
WEBSITE	www.keproqio.com

SECTION 5. Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – contact information
CALL	1-800-772-1213 Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday. You can use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday.
WEBSITE	http://www.ssa.gov

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, coinsurance, and copayments). Some people with QMB are also eligible for full Medicaid benefits (QMB+).
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).
- **Qualified Individual (QI):** Helps pay Part B premiums.
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact the Medicaid agency for your state listed below.

Method	Department of Healthcare Finance (District of Columbia's Medicaid program) – contact information
CALL	202-442-5988
TTY	711
WRITE	441 4th Street NW, 900S, Washington, DC 20001
WEBSITE	dhcf.dc.gov

Method	Maryland Medical Assistance Program/HealthChoice – contact information
CALL	410-767-5800 or toll free 1-800-492-5231
TTY	1-800-735-2258 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	dhmh.state.md.us/mma/healthchoice/index.html

Method	Virginia Department of Medical Assistance Services – contact information
CALL	804-786-6145 or toll free 1-800-643-2273
TTY	711
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	dmasva.dmas.virginia.gov

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

SECTION 7. How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – contact information
CALL	1-877-772-5772 Calls to this number are free. Available 9:00 a.m. to 3:30 p.m., Monday through Friday. If you have a touch-tone telephone, recorded information and automated services are available 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are not free.
WEBSITE	http://www.rrb.gov

SECTION 8. Do you have "group insurance" or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Member Services if you have any questions. You can ask about your (or your spouse's) employer or retiree health benefits, premiums, or the enrollment period. Phone numbers for Member Services are printed on the back cover of this booklet. You may also call **1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048)** with questions related to your Medicare coverage under this plan.

CHAPTER 3. Using our plan's coverage for your medical services

SECTION 1. Things to know about getting your medical care covered as a member of our plan 22

Section 1.1 What are "network providers" and "covered services"?..... 22

Section 1.2 Basic rules for getting your medical care covered by our plan 22

SECTION 2. Use providers in our network to get your medical care..... 23

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care 23

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP? 24

Section 2.3 How to get care from specialists and other network providers 25

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster 27

Section 3.1 Getting care if you have a medical emergency 27

Section 3.2 Getting care when you have an urgent need for services 28

Section 3.3 Getting care during a disaster 29

SECTION 4. What if you are billed directly for the full cost of your covered services? 29

Section 4.1 You can ask us to pay our share of the cost for covered services 29

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost 29

SECTION 5. How are your medical services covered when you are in a "clinical research study"?..... 30

Section 5.1 What is a "clinical research study"? 30

Section 5.2 When you participate in a clinical research study, who pays for what? 31

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution" 31

Section 6.1 What is a religious nonmedical health care institution?..... 31

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan? 32

SECTION 7. Rules for ownership of durable medical equipment 32

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan? 32

SECTION 1. Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using our plan to get your medical care covered. It gives you definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by our plan.

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the Medical Benefits Chart in the next chapter, Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

Section 1.1 What are "network providers" and "covered services"?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **"Providers"** are doctors and other health care professionals licensed by the state to provide medical services and care. The term "providers" also includes hospitals and other health care facilities.
- **"Network providers"** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan.
- **"Covered services"** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the Medical Benefits Chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care covered by our plan

As a Medicare health plan, our plan must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

We will generally cover your medical care as long as:

- **The care you receive is included in our plan's Medical Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- **You generally must receive your care from a network provider for our plan to cover the services.**
 - ♦ If we do not cover services you receive from an out-of-network provider, the services will be covered by Original Medicare if they are Medicare-covered services. Except for emergency or urgently needed services, if you get services covered by Original Medicare

from an out-of-network provider then you must pay Original Medicare's cost-sharing amounts. For information on Original Medicare's cost-sharing amounts, call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- ◆ You should get supplemental benefits from a network provider. If you get covered supplemental benefits, such as dental care, from an out-of-network provider, then you must pay the entire cost of the service.
- ◆ If an out-of-network provider sends you a bill that you think we should pay, please contact Member Services (phone numbers are printed on the back cover of this booklet). Generally, it is best to ask an out-of-network provider to bill Original Medicare first, and then to bill us for the remaining amount. We may require the out-of-network provider to bill Original Medicare. We will then pay any applicable Medicare coinsurance and deductibles minus your copayments on your behalf.
- **You have a network primary care provider** (a PCP) who is providing and overseeing your care. As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - ◆ In most situations, your network PCP must give you approval in advance before you can use other providers in our plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a "referral" (for more information about this, see Section 2.3 in this chapter).
 - ◆ Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 in this chapter).

SECTION 2. Use providers in our network to get your medical care

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a "PCP" and what does the PCP do for you?

As a member, you must choose a network provider to be your primary care provider. Your primary care provider is a physician in family medicine, adult medicine, general practice, or obstetrics/gynecology who meets state requirements and is trained to give you primary medical care.

Your PCP will provide most of your health care and will arrange or coordinate your covered care with other Medical Group physicians and other providers. If you need certain types of covered services or supplies, you must get approval in advance from your PCP. For specialty care and other services, your PCP will need to get prior authorization (prior approval) from us as described in Section 2.3 in this chapter.

You are free to get care from other Medical Group PCPs if your PCP is not available, and at any Kaiser Permanente medical office.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

How do you choose your PCP?

You may select a primary care plan physician from any of our available plan physicians who practice in these specialties: internal medicine, family medicine, and pediatrics. Also, women can select any available primary care plan physician from obstetrics/gynecology. Your PCP must be a Medical Group physician, unless we designate otherwise. If you do not select a PCP, then one will be selected for you from the available Medical Group physicians.

When you make a selection, it is effective immediately. To learn how to select a primary care plan physician, please call Member Services. You can also make your selection at **kp.org**. If there is a particular plan specialist or hospital that you want to use, check first to be sure your PCP makes referrals to that specialist, or uses that hospital.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our network of providers and you would have to find a new PCP.

To change your PCP, call Member Services. When you call, be sure to tell Member Services if you are seeing specialists or getting other covered services that need your PCP's approval (such as home health services and durable medical equipment). Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will tell you when the change to your new PCP will take effect. Generally, changes are effective the first of the month following the date when we receive your request.

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP?

You can get the services listed below without getting approval in advance from your PCP:

- Routine women's health care, which includes breast exams, screening mammograms (X-rays of the breast), Pap tests, and pelvic exams, as long as you get them from a network provider.
- Flu shots and Hepatitis B vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed services from network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, for example, when you are temporarily outside of our service area.
- If you visit the service area of another Kaiser Permanente region or Group Health Cooperative (GHC), you can receive certain care from designated providers in that service area. Please call Member Services for more information about getting care when visiting another Kaiser Permanente region's service area or the GHC service area, including coverage information and facility locations in parts of California, Colorado, Georgia, Hawaii, Idaho, Oregon, and Washington.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

Referrals from your PCP

You will usually see your PCP first for most of your routine health care needs. There are only a few types of covered services you may get on your own, without getting approval from your PCP first, which are described in Section 2.2. Also, your PCP will need to request authorization from our plan for referrals to specialists.

- If you are seeing a non-plan specialist when you enroll in our plan, you will be required in most instances to switch to a plan specialist. If your current specialist is not a plan specialist and you wish to continue to receive services from that non-plan specialist, you may continue to do so under your Original Medicare benefits, if he/she participates in the Medicare program. In that instance, you will be required to pay Original Medicare cost-sharing because the services will not be covered by our plan.

Prior authorization

For the services and items listed below and in Chapter 4, Sections 2.1 and 2.2, your PCP will need to get approval in advance from our plan or Medical Group (this is called getting "prior authorization"). Decisions regarding requests for authorization will be made only by licensed physicians or other appropriately licensed medical professionals. If you get these services and items without prior authorization by our plan or Medical Group, the care will not be covered by our plan and you will have to pay Original Medicare's out-of-pocket amounts for the care.

- **Inpatient care.** For nonemergency admissions, the Medical Group and our plan will coordinate your care and determine which hospital you will be admitted. Your PCP or specialist must receive prior authorization from us for nonemergency admissions, including admissions to behavioral health, skilled nursing facilities, or other inpatient settings. We will determine the most appropriate facility for care. Depending upon your medical needs, we may transfer you from one network hospital or other inpatient setting, to another network hospital where Medical Group physicians are always on duty. In addition, we may transfer you from one network skilled nursing facility to another where Medical Group physicians make rounds and are available for urgent care.
- Medically necessary transgender surgery and associated procedures.
- **Network specialty care.** When your PCP believes that you need specialty care, he or she will request authorization from us. If specialty care is medically necessary, we will send you a written referral and authorize an initial consultation and/or a specified number of visits. After your initial consultation with the network specialist, you must then return to your PCP unless we have authorized more visits as specified in the written referral that we gave you.

Don't return to the network specialist after your initial consultation visit unless we have authorized additional visits in your referral. Otherwise, the services will not be covered and you will be responsible for paying Original Medicare cost-sharing and out-of-pocket expenses, instead of our plan's cost-sharing amounts. Here are some other things you should know about obtaining specialty care:

- ◆ If you need to see a network specialist frequently because you have been diagnosed with a condition or disease that requires ongoing specialized care, your PCP and your attending network specialist may develop a treatment plan that allows you to see the network specialist without additional referrals. Your PCP must contact us and your network specialist must use our criteria when creating your treatment plan, and the network specialist will need to get authorization before starting any treatment.
- **Out-of-network specialty care.** If your PCP decides that you require covered services not available from network providers, he or she will recommend to the Medical Group that you be referred to an out-of-network provider inside or outside our service area. The appropriate Medical Group designee will authorize the services if he or she determines that the covered services are medically necessary and are not available from a network provider. Referrals to out-of-network physicians will be for a specific treatment plan, which may include a standing referral if ongoing care is prescribed. Please ask your network physician what services have been authorized. If the out-of-network specialist wants you to come back for more care, be sure to check if the referral covers more visits to the specialist. If it doesn't, please contact your PCP.
- After we are notified that you need **post-stabilization care** from an out-of-network provider following emergency care, we will discuss your condition with the out-of-network provider. If we decide that you require post-stabilization care and that this care would be covered if you received it from a network provider, we will authorize your care from the out-of-network provider only if we cannot arrange to have a network provider (or other designated provider) provide the care. Please see Section 3.1 in this chapter for more information.

What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.

- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us at **1-888-777-5536 (TTY 711)** so we can assist you in finding a new provider and managing your care.

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster

Section 3.1 Getting care if you have a medical emergency

What is a "medical emergency" and what should you do if you have one?

A "medical emergency" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call **911** for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. The number to call is listed on the back of your membership card.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. High Option and Standard Option plan members, may get covered emergency medical care (including ambulance) when you need it anywhere in the world (claim forms required). For more information, see the Medical Benefits Chart in Chapter 4 of this booklet.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be either covered by our plan or Original Medicare. If your emergency care is provided by out-of-network providers, we will try to arrange for network

providers to take over your care as soon as your medical condition and the circumstances allow and we may choose to move you to a hospital where Medical Group physicians are always on duty. Our plan will cover your post-stabilization care if the services are provided by network providers, authorized by our plan, or the care is covered out-of-area urgent care. Otherwise, your post-stabilization care will be covered by Original Medicare and you will have to pay Original Medicare cost-sharing for post-stabilization care.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care—thinking that your health is in serious danger—and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, we will cover your care as long as you reasonably thought your health was in serious danger.

However, after the doctor has said that it was not an emergency, we will cover additional care only if you go to a network provider to get the additional care. If you get additional care from an out-of-network provider after the doctor says it was not an emergency, you will normally have to pay Original Medicare's cost-sharing.

Section 3.2 Getting care when you have an urgent need for services

What are "urgently needed services"?

"Urgently needed services" are a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers, or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are in our service area when you have an urgent need for care?

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible, and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

We know that sometimes it's difficult to know what type of care you need. That's why we have telephone advice nurses available to assist you. Our advice nurses are registered nurses specially trained to help assess medical symptoms and provide advice over the phone, when medically appropriate. Whether you are calling for advice or to make an appointment, you can speak to an advice nurse. They can often answer questions about a minor concern, tell you what to do if a network facility is closed, or advise you about what to do next, including making a same-day urgent care appointment for you if it's medically appropriate.

To speak with an advice nurse or make an appointment, please refer to your **Provider Directory** for appointment and advice telephone numbers.

What if you are outside our service area when you have an urgent need for care?

When you are outside the service area and cannot get care from a network provider, we will cover urgently needed services that you get from any provider. The High Option and Standard

Option plans cover urgently needed services anywhere in the world. For both Basic plans, coverage is limited to the United States and its territories.

Section 3.3 Getting care during a disaster

If the governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from us.

Please visit the following website—kp.org—for information on how to obtain needed care during a disaster.

Generally, during a disaster, we will allow you to obtain care from out-of-network providers at in-network cost-sharing.

SECTION 4. What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay our share of the cost for covered services

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 5, "Asking us to pay our share of a bill you have received for covered medical services," for information about what to do.

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost

Our plan covers all medical services that are medically necessary, listed in the Medical Benefits Chart (this chart is in Chapter 4 of this booklet), and obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by Original Medicare or are not covered by our plan. Also you will be responsible for payment if you obtain a plan service that was, obtained out-of-network and was not authorized. You have the right to seek care from any provider that is qualified to treat Medicare members. However, Original Medicare pays your claims and you must pay your cost-sharing.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it.

You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has more information about what to do if you want a coverage decision from us or want to appeal a decision we have already made. You may also call Member Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service, unless the plan offers, as a covered supplemental benefit, coverage beyond Original Medicare's limits. Any amounts you pay after the benefit has been exhausted will not count toward the out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

SECTION 5. How are your medical services covered when you are in a "clinical research study"?

Section 5.1 What is a "clinical research study"?

A clinical research study (also called a "clinical trial") is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has not approved, you will be responsible for paying all costs for your participation in the study.

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study and you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do not need to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do not need to be part of our plan's network of providers.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

Here is why you need to tell us:

- We can let you know whether the clinical research study is Medicare-approved.
- We can tell you what services you will get from clinical research study providers instead of from our plan.

If you plan on participating in a clinical research study, contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 5.2 When you participate in a clinical research study, who pays for what?

Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

Original Medicare pays most of the cost of the covered services you receive as part of the study.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will not pay for the new item or service that the study is testing, unless Medicare would cover the item or service even if you were not in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

Do you want to know more?

You can get more information about joining a clinical research study by reading the publication "Medicare and Clinical Research Studies" on the Medicare website (<http://www.medicare.gov>). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution"

Section 6.1 What is a religious nonmedical health care institution?

A religious nonmedical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility care. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious nonmedical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (nonmedical health care services). Medicare will only pay for nonmedical health care services provided by religious nonmedical health care institutions.

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan?

To get care from a religious nonmedical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is "non-excepted."

- "Non-excepted" medical care or treatment is any medical care or treatment that is voluntary and not required by any federal, state, or local law.
- "Excepted" medical treatment is medical care or treatment that you get that is not voluntary or is required under federal, state, or local law.

To be covered by our plan, the care you get from a religious nonmedical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to nonreligious aspects of care.
- If you get services from this institution that are provided to you in your home, we will cover these services only if your condition would ordinarily meet the conditions for coverage of services given by home health agencies that are not religious nonmedical health care institutions.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
 - ◆ You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
 - ◆ – *and* – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

Note: Covered services are subject to the same limitations and cost-sharing required for services provided by network providers as described in Chapters 4 and 10.

SECTION 7. Rules for ownership of durable medical equipment

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment includes items such as oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a provider for use in the home. Certain items, such as prosthetics, are always owned by the member. In this section, we discuss other types of durable medical equipment that must be rented.

In Original Medicare, people who rent certain types of durable medical equipment own the equipment after paying copayments for the item for 13 months. As a member of our plan, however, you usually will not acquire ownership of rented durable medical equipment items no matter how many copayments you make for the item while a member of our plan. Under certain

limited circumstances we will transfer ownership of the durable medical equipment item. Call Member Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

What happens to payments you have made for durable medical equipment if you switch to Original Medicare?

If you switch to Original Medicare after being a member of our plan and you did not acquire ownership of the durable medical equipment item while in our plan, you will have to make 13 new consecutive payments for the item while in Original Medicare in order to acquire ownership of the item. Your previous payments while in our plan do not count toward these 13 consecutive payments.

If you made payments for the durable medical equipment item under Original Medicare before you joined our plan, these previous Original Medicare payments also do not count toward the 13 consecutive payments. You will have to make 13 consecutive payments for the item under Original Medicare in order to acquire ownership. There are no exceptions to this case when you return to Original Medicare.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay)

SECTION 1. Understanding your out-of-pocket costs for covered services 35

Section 1.1 Types of out-of-pocket costs you may pay for your covered services 35

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?..... 35

Section 1.3 Our plan does not allow providers to "balance bill" you 36

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay 37

Section 2.1 Your medical benefits and costs as a member of our plan..... 37

SECTION 3. What services are not covered by our plan? 85

Section 3.1 Services we do *not* cover (exclusions) 85

SECTION 1. Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. It includes a Medical Benefits Chart that lists your covered services and shows how much you will pay for each covered service as a member of our plan. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services. In addition, please see Chapters 3, 9, and 10 for additional coverage information, including limitations (for example, coordination of benefits, durable medical equipment, home health care, skilled nursing facility care, and third party liability).

Also, be sure to read the Amendment titled "What You Need to Know – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices" for more information about your additional coverage.

Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- A "**copayment**" is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your copayments.)
- "**Coinsurance**" is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service, unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your coinsurance.)

Some people qualify for state Medicaid programs to help them pay their out-of-pocket costs for Medicare. These "Medicare Savings Programs" include the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), and Qualified Disabled & Working Individuals (QDWI) programs. If you are enrolled in one of these programs, you may still have to pay a copayment for the service, depending upon the rules in your state.

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?

There is a limit to how much you have to pay out-of-pocket each year for in-network medical services that are covered under Medicare Part A and Part B (see the Medical Benefits Chart in Section 2 below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of our plan, the most you will have to pay out-of-pocket for in-network covered Part A and Part B services in 2016 is **\$3,400** for High Option plan members, **\$5,500** for Standard Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members. The amounts you pay for copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premiums do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk (*) in the Medical Benefits Chart.

If you reach the maximum out-of-pocket amount of **\$3,400** for High Option plan members, **\$5,500** for Standard Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members, you will not have to pay any out-of-pocket costs for the rest of the year for in-network covered Part A and Part B services. However, you must continue to pay your plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 1.3 Our plan does not allow providers to "balance bill" you

As a member of our plan, an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don't pay certain provider charges. Here is how this protection works:

- If your cost-sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost-sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends upon which type of provider you see:
 - ◆ If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate (as determined in the contract between the provider and our plan).
 - ◆ If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
 - ◆ If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for nonparticipating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
- If you believe a provider has "balance billed" you, call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of our plan

The Medical Benefits Chart on the following pages lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare-covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) must be medically necessary. "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered by our plan. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
 - ◆ If you get Medicare-covered services from an out-of-network provider and we do not cover the services, Original Medicare will cover the services. For any services covered by Original Medicare instead of our plan, you must pay Original Medicare's cost-sharing amounts.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in our plan's network. This is called giving you a "referral." Chapter 3 provides more information about getting a referral and the situations when you do not need a referral.
- Some of the services listed in the Medical Benefits Chart are covered only if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from us. Covered services that need approval in advance are marked in the Medical Benefits Chart with a footnote (†). In addition, see Section 2.2 in this chapter and Chapter 3, Section 2.3, for more information about prior authorization, including other services that require prior authorization that are not listed in the Medical Benefits Chart.

Other important things to know about our coverage:

- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay more in our plan than you would in Original Medicare. For others, you pay less. (If you want to know more about the coverage and costs of Original Medicare, look in your **Medicare & You** 2016 handbook. View it online at <http://www.medicare.gov> or ask for a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.)

- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.

Sometimes Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2016, either Medicare or our plan will cover those services.

 You will see this apple next to the preventive services in the Medical Benefits Chart.

Note: The Medical Benefits Chart below describes the medical benefits of the following Kaiser Permanente Medicare Plus plans:

- **High Option.**
- **Standard Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

Medical Benefits Chart

Services that are covered for you	What you must pay when you get these services
<p> Abdominal aortic aneurysm screening</p> <p>A one-time screening ultrasound for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for this preventive screening.</p>
<p>Ambulance services</p> <ul style="list-style-type: none"> Covered ambulance services include fixed wing, rotary wing, and ground ambulance services to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by our plan. †Nonemergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. 	<p>You pay the following per one-way trip, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$150 for High Option plan members. \$225 for Standard Option plan members. \$375 for Basic Option or Basic Part B Only Option plan members.
<p> Annual routine physical exams for High Option and Standard Option plans</p> <p>Routine physical exams are covered if the exam is medically appropriate preventive care in accord with generally accepted professional standards of practice. This exam is covered once every 12 months.</p> <ul style="list-style-type: none"> Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>There is no coinsurance, copayment, or deductible for this preventive care for High Option or Standard Option plan members.</p>
<p> Annual wellness visit</p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Note: Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a "Welcome to Medicare" visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>	
<p> Bone mass measurement†</p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
<p> Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39. • One screening mammogram every 12 months for women age 40 and older. • Clinical breast exams once every 24 months. 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p>Cardiac rehabilitation services†</p> <p>Comprehensive programs for cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's referral. Our plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p> <p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease.</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating well.</p>	
<p> Cardiovascular disease testing†</p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every five years (60 months).</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years.</p>
<p> Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical cancer or have had an abnormal Pap test and are of childbearing age: one Pap test every 12 months. 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>
<p>Chiropractic services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • We cover only manual manipulation of the spine to correct subluxation. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<p> Colorectal cancer screening</p> <ul style="list-style-type: none"> • For people 50 and older, the following are covered: <ul style="list-style-type: none"> ◆ Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months. ◆ Fecal occult blood test, every 12 months. • For people at high risk of colorectal cancer, we cover a screening colonoscopy (or screening barium enema as an alternative) every 24 months. • For people not at high risk of colorectal cancer, we cover a screening colonoscopy every 10 years (120 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>months), but not within 48 months of a screening sigmoidoscopy.</p>	
<p>Dental services for High and Standard plans*†</p> <ul style="list-style-type: none"> In general, preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are not covered by Original Medicare. However, for High Option or Standard Option plan members, we cover preventive and comprehensive dental care when provided by a participating dental provider as described at the end of this chart under "Dental benefits and fee schedule for High Option or Standard Option plan members" (please refer to that section for details about preventive and comprehensive dental coverage). Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Refer to "Dental benefits and fee schedule" at the end of the Medical Benefits Chart for cost-sharing information for High Option or Standard Option plan members.</p>
<ul style="list-style-type: none"> Accidental dental services: Prompt repair, but not replacement, of sound natural teeth within one year of the accident, when services begin within 60 days of the injury. Note: Injuries incurred while eating or chewing are not covered. <p>Limitations:</p> <ul style="list-style-type: none"> For Maryland or D.C. residents, Health Plan pays up to a \$2,000 maximum benefit per accident (this limit does not apply to residents of Virginia). Services must be provided by a plan provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$20 for High Option plan members. \$40 for Standard Option plan members. \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Depression screening</p> <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>
<p> Diabetes screening</p> <p>We cover this screening (includes fasting glucose tests) if you have any of the following risk factors: high blood pressure (hypertension), history of abnormal cholesterol and triglyceride levels (dyslipidemia), obesity, or a history</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered diabetes screening tests.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>most recent list of suppliers is available on our website at kp.org.</p> <p>You may also obtain any medically necessary durable medical equipment from any supplier that contracts with fee-for-service Medicare (Original Medicare). However, if our plan does not contract with this supplier, you will have to pay the cost-sharing under fee-for-service Medicare.</p>	
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <ul style="list-style-type: none"> • High Option and Standard Option plan members have worldwide emergency care coverage. • Basic Option and Basic Part B Only Option plan members have coverage while inside the United States and its territories. 	<p>\$75 per Emergency Department visit.</p> <p>This copayment does not apply if you are admitted directly to the hospital as an inpatient within 48 hours (it does apply if you are admitted as anything other than an inpatient; for example, it does apply if you are admitted for observation).</p> <p>†If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by our plan and your cost is the cost-sharing you would pay at a network hospital.</p>
<ul style="list-style-type: none"> • For High Option and Standard Option plan members, outpatient prescription drugs prescribed and provided outside the United States as part of covered emergency care are covered. 	<ul style="list-style-type: none"> • For High Option or Standard Option plan members, you pay the following for outpatient prescription drugs up to a 30-day supply: <ul style="list-style-type: none"> ◆ Generic drug: \$33. ◆ Brand-name drug: \$95. • Not covered for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p> Health and wellness education programs for High and Standard plans</p> <p>These are programs focused on clinical health conditions such as hypertension, cholesterol, asthma, and special diets. Programs are designed to enrich the health and lifestyles of members include weight management, fitness, and stress management classes at Kaiser Permanente medical centers. They include online recipes, information on a variety of health topics, a health encyclopedia, a drug encyclopedia, online health calculators which help members check their progress to better health, walking, and weight control programs. We offer healthy living seminars conducted by health care professionals, physical activity programs, and health fair activities including preventive care screenings and services that involve working with Kaiser Permanente representatives to complete and review total health assessments. Access to this information as well as online sign-up for classes available in your area can be found at kp.org/myhealth after selecting your region.</p>	<ul style="list-style-type: none"> • No charge for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Part B Only Option plan members.
<p>Hearing services†</p> <ul style="list-style-type: none"> • Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> HIV screening</p> <ul style="list-style-type: none"> • For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover one screening exam every 12 months. • For women who are pregnant, we cover up to three screening exams during a pregnancy. 	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered preventive HIV screening.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Home health agency care†</p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none">• Part-time or intermittent skilled nursing and home health aide services. To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week.• Physical therapy, occupational therapy, and speech therapy.• Medical and social services.• Medical equipment and supplies.	<p>No charge.</p> <p>Note: There is no cost -sharing for home health care services and items provided in accord with Medicare guidelines. However, the applicable cost-sharing listed elsewhere in this Medical Benefits Chart will apply if the item is covered under a different benefit; for example, durable medical equipment not provided by a home health agency.</p>
<p>Hospice care for members with Medicare Parts A and B</p> <p>You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have six months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none">• Drugs for symptom control and pain relief.• Short-term respite care.• Home care. <p>*For hospice services and services that are covered by Medicare Part A or B and are related to your terminal prognosis: Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.</p>	<p>When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not our plan.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need nonemergency, non–urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network:</p> <ul style="list-style-type: none"> • If you obtain the covered services from a network provider, you only pay the plan cost-sharing amount for in-network services. • *If you obtain the covered services from an out-of-network provider, you pay the cost-sharing under Fee-for-Service Medicare (Original Medicare). <p>Note: If you need nonhospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services. Getting your nonhospice care through our network providers will lower your share of the costs for the services.</p>	
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$35 for Basic Option plan members.
<p>Hospice care for members with Medicare Part B only (Basic Part B Only plan)</p> <ul style="list-style-type: none"> • Our plan, rather than Original Medicare, covers hospice care for members who do not have Medicare Part A. Members must receive hospice services from network providers. 	<p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<ul style="list-style-type: none"> • \$35 per visit.
<p> Immunizations</p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> • Pneumonia vaccine. • Flu shots, once a year in the fall or winter. • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B. • Other vaccines if you are at risk and they meet Medicare Part B coverage rules. <hr/> <p>In addition, we cover the following routine immunization endorsed by the Centers for Disease Control and Prevention (CDC) that is not covered by Medicare Part B:</p> <ul style="list-style-type: none"> • Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under childhood immunizations). 	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines.</p> <p>No charge.</p>
<p>Infertility services for High Option and Standard Option plan members †</p> <p>Medically necessary services only.</p> <ul style="list-style-type: none"> • Infertility services are not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Inpatient You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members. • \$675 for Standard Option plan members. <p>Outpatient surgery You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Office visits You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. <p>Related prescription drugs:</p> <ul style="list-style-type: none"> • 50% coinsurance.
<p>Inpatient hospital care† Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>For High Option or Standard Option plan members, there is no limit to the number of medically necessary hospital days or services that are generally and customarily provided by acute care general hospitals.</p> <p>For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Regular nursing services. • Costs of special care units (such as intensive care or coronary care units). • Drugs and medications. • Lab tests. • X-rays and other radiology services. • Necessary surgical and medical supplies. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>†If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<ul style="list-style-type: none"> • Use of appliances, such as wheelchairs. • Operating and recovery room costs. • Physical, occupational, and speech language therapy. • Inpatient substance abuse services for medical management of withdrawal symptoms associated with substance abuse (detoxification). • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are at a distant location, you may choose to go locally or distant as long as the local transplant providers are willing to accept the Original Medicare rate. If we provide transplant services at a distant location (outside of the service area) and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Physician services. 	<p>sharing you would pay at a network hospital.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Note: To be an "inpatient," your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>(1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Inpatient mental health care†</p> <p>Covered services include mental health care services that require a hospital stay.</p> <ul style="list-style-type: none"> • We cover up to 190-days per lifetime for inpatient stays in a Medicare-certified psychiatric hospital. The number of covered lifetime hospitalization days is reduced by the number of inpatient days for mental health treatment previously covered by Medicare in a psychiatric hospital. • The 190-day limit does not apply to mental health stays in a psychiatric unit of a general hospital. • For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Inpatient services covered during a noncovered inpatient stay†</p> <p>If you have exhausted your inpatient mental health or skilled nursing facility (SNF) benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient or SNF stay. However, in some cases, we will cover certain services you receive while you are in the hospital or SNF.</p> <p>Covered services include, but are not limited to:</p>	<p>You pay the following for covered outpatient services and other items covered under Medicare Part B depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> Physician services. Radium and isotope therapy, including technician materials and services 	<ul style="list-style-type: none"> \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> Physical therapy, speech therapy, and occupational therapy 	<ul style="list-style-type: none"> \$20 per visit for High Option plan members. \$40 per visit for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> Diagnostic tests (like lab tests). X-rays. 	<p>No charge.</p>
<ul style="list-style-type: none"> Surgical dressings. Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices. Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes (including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition). 	<p>20% coinsurance.</p>
<p>Medical foods Coverage is provided for medical foods and modified food products.</p>	<p>25% coinsurance.</p>
<p> Medical nutrition therapy† This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered medical nutrition therapy services.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>We cover three hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare health plan, or Original Medicare), and two hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew his or her referral yearly if your treatment is needed into the next calendar year.</p>	
<p>Medicare Part B prescription drugs</p> <p>These drugs are covered under Part B of Original Medicare. No charge. Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services. • Certain oral anti-cancer drugs and anti-nausea drugs. • Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa). • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug. 	
<ul style="list-style-type: none"> • Drugs you take using durable medical equipment (such as nebulizers) that were authorized by our plan. • Clotting factors you give yourself by injection if you have hemophilia. • Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant. • Antigens. • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases. 	<p>For all other Medicare Part B prescription drugs, you pay the following, depending upon the plan in which you are enrolled and the type of pharmacy and drug:</p> <p>Network pharmacy located at a Kaiser Permanente facility or our mail order pharmacy up to a 30-day supply with preferred cost-sharing</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$15 for High Option or Standard Option plan members. ◆ \$17 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$42 for High Option or Standard Option plan members. ◆ \$45 for Basic Option or Basic Part B Only Option plan members. <p data-bbox="997 926 1487 1035">Network pharmacy (an affiliated pharmacy) up to a 30-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$20 for High Option or Standard Option plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$47 for High Option or Standard Option plan members. ◆ \$50 for Basic Option or Basic Part B Only Option plan members. <p data-bbox="997 1612 1487 1682">Mail-order pharmacy up to a 90-day supply</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$30 for High Option or Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$84 for High Option or Standard Option plan members. ◆ \$90 for Basic Option or Basic Part B Only Option plan members. <p style="background-color: #e0e0e0; padding: 2px;">Network pharmacy up to a 90-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$45 for High Option or Standard Option plan members. ◆ \$51 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$126 for High Option or Standard Option plan members. ◆ \$135 for Basic Option or Basic Part B Only Option plan members. <p style="background-color: #e0e0e0; padding: 2px;">Network pharmacy up to a 90-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$60 for High Option or Standard Option plan members. ◆ \$102 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs:

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$141 for High Option or Standard Option plan members. ◆ \$150 for Basic Option or Basic Part B Only Option plan members.
<p>Morbid obesity[†]</p> <p>We cover diagnosis and treatment of morbid obesity that is recognized by the National Institutes of Health and is consistent with guidelines approved by the National Institutes of Health. BMI means a practical marker that is used to assess the degree of obesity and is calculated by dividing the weight in kilograms divided by height in meters squared.</p> <p>You must be at least 18 years of age or older and have either:</p> <ul style="list-style-type: none"> • A body mass index (BMI) of 50 or greater or • A BMI of 35 up to 49.9 when a combination of the following severe or life threatening conditions are also present: <ul style="list-style-type: none"> ◆ Sleep apnea. ◆ Diabetes. ◆ Degenerative joint disease of weight-bearing joints. ◆ Hypertension. ◆ Congestive heart failure and/or cardiomyopathy. ◆ Other severe or life threatening conditions directly related to obesity, when recommended by your plan provider. <p>Note: You will need to meet the above qualifications before your plan provider will refer you to our bariatric surgery program. This program may refer you to other plan providers to determine if you meet the additional criteria necessary for bariatric surgery, including nutritional, psychological, medical and social readiness for surgery. Final approval for surgical treatment will be required from the plan-designated physician.</p>	<p>Inpatient</p> <p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Office visits</p> <p>You pay the following, depending upon the plan in which you are enrolled:</p>

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies†</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays. • Laboratory tests. • Electrocardiograms and electroencephalograms. • Blood – including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Radiation (radium and isotope) therapy, including technician materials and supplies. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$60 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Surgical supplies, such as dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Interventional radiology. • Other outpatient diagnostic tests. <ul style="list-style-type: none"> ◆ Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. 	<p>You pay the following per procedure, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option plan members. • \$100 for Standard Option plan members. • 20% coinsurance for Basic Option or Basic Part B Only plan members.
<p>Outpatient hospital services†</p> <p>We cover medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery. 	<p>Emergency Department</p> <ul style="list-style-type: none"> • \$75 per visit. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • X-rays and other radiology services billed by the hospital. • Laboratory tests billed by the hospital. • Blood transfusion (administration). • Certain drugs and biologicals that you can't give yourself. 	<p>No charge when received as part of the outpatient visit.</p>
<ul style="list-style-type: none"> • Medical supplies such as splints and casts. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Certain screenings and preventive services. 	<p>No charge for preventive services that are covered at no cost under Original Medicare.</p>
<ul style="list-style-type: none"> • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it. 	<p>You pay the following per day, for partial hospitalization depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$55 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Dental anesthesia and related hospital or ambulatory facility charges are covered when provided in conjunction with dental care to a member who is: <ul style="list-style-type: none"> ◆ seven years of age or younger or is developmentally disabled; and ◆ an individual for whom a successful result cannot be expected from care provided under local anesthesia because of a physical, intellectual, or other medically compromising condition; and ◆ an individual for whom a superior result can be expected from dental care provided under general anesthesia; or ◆ an extremely uncooperative, fearful, or uncommunicative child who is 17 years of age or younger with dental needs of such magnitude that treatment should not be delayed or deferred; and 	<p>Outpatient surgery</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Note: If the procedure results in a situation that requires hospitalization and you are admitted as an inpatient, the cost-sharing for inpatient care would also apply</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> ◆ an individual for whom lack of treatment can be expected to result in oral pain, infection, loss of teeth, or other increased oral or dental morbidity; or ◆ an adult age 17 and older when the Member's medical condition (e.g., heart disease, hemophilia) requires that dental service be performed in a hospital or ambulatory surgical center for the safety of the member. 	<p>(see "Inpatient hospital care" section in this Medical Benefits Chart for cost-sharing information).</p>
<p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Outpatient mental health care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient rehabilitation services†</p> <ul style="list-style-type: none"> • Covered services include: physical therapy, occupational therapy, and speech language therapy. • Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).</p>	<ul style="list-style-type: none"> • \$40 for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<p>Outpatient substance abuse services† Treatment for substance abuse is covered if medically necessary and reasonable for the patient's condition.</p>	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers†</p> <p>Note: If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p>Partial hospitalization services†</p> <p>"Partial hospitalization" is a structured program of active psychiatric treatment, provided in a hospital outpatient setting or by a community mental health center that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.</p> <p>Note: Because there are no community mental health centers in our network, we cover partial hospitalization only in a hospital outpatient setting.</p>	<p>You pay the following per day, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$55 for Basic Option or Basic Part B Only Option plan members.
<p>Physician/practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location. • †Consultation, diagnosis, and treatment by a specialist. • †Basic hearing and balance exams performed by a PCP or specialist, if your doctor orders it to see if you need medical treatment. • Second opinion by another network provider prior to surgery. • †Nonroutine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician). • †Family planning and consultation services. • Allergy consultations and evaluations†. • †Allergy testing and treatment. • †Allergy injections. • House calls. • Postpartum care. • †Prenatal care. <hr/> <ul style="list-style-type: none"> • Allergy serum. • For High Option and Standard Option plans, interactive video visits for professional services when care can be provided in this format as determined by a plan provider. • For High Option and Standard Option plans, scheduled telephone appointment visits for professional 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>services when care can be provided in this format as determined by a plan provider.</p> <ul style="list-style-type: none"> ◆ Interactive video and scheduled telephone appointment visits are not covered for Basic Option or Basic Part B Only Option plan members 	
<p>Podiatry services[†]</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). • Routine foot care for members with certain medical conditions affecting the lower limbs. 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam. • Prostate Specific Antigen (PSA) test. 	<p>There is no coinsurance, copayment, or deductible for an annual digital rectal exam or PSA test.</p>
<p>Prosthetic devices and related supplies[†]</p> <p>Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to:</p>	<ul style="list-style-type: none"> • 20% coinsurance for external prosthetic or orthotic devices and

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery (see "Vision care" later in this section for more detail).</p>	<p>supplies, including wound care supplies.</p> <ul style="list-style-type: none"> • No charge for surgically implanted internal devices.
<p>Pulmonary rehabilitation services</p> <p>Comprehensive programs for pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Screening and counseling to reduce alcohol misuse</p> <p>We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p> <p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling to prevent STIs preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to two individual 20- to 30-minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>	
<p>Services to treat kidney disease and conditions†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments). • Home dialysis equipment and supplies. • Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply). 	<p>No charge.</p>
<ul style="list-style-type: none"> • Outpatient dialysis treatments. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option or Standard Option, plan members. • \$30 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care). 	<p>No additional charge for services received during a hospital stay. Refer to the "Inpatient hospital care" section of this Medical</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B drugs, please go to the section called "Medicare Part B prescription drugs."</p>	<p>Benefits Chart for the cost-sharing applicable to inpatient stays.</p>
<p>Skilled nursing facility (SNF) care† (For a definition of "skilled nursing facility care," see Chapter 10 of this booklet. Skilled nursing facilities are sometimes called "SNFs.")</p> <p>We cover up to 100 days per benefit period of skilled inpatient services in a skilled nursing facility in accord with Medicare guidelines (a prior hospital stay is not required).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Skilled nursing services. • Physical therapy, occupational therapy, and speech therapy. • Drugs administered to you as part of your plan of care (this includes substances that are naturally present in the body, such as blood clotting factors). • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Medical and surgical supplies ordinarily provided by SNFs. • Laboratory tests ordinarily provided by SNFs. • X-rays and other radiology services ordinarily provided by SNFs. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for days 1–20 for all plans. • \$110 per day, for days 21–100 for High Option plan members. • \$150 per day, for days 21–100 for Standard Option plan members. • \$160 per day, for days 21–100 for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Use of appliances such as wheelchairs ordinarily provided by SNFs. • Physician/practitioner services. 	
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</p> <p>If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost-sharing. Each counseling attempt includes up to four face-to-face visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p>Urgently needed services</p> <p>Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <ul style="list-style-type: none"> • Inside our service area: You must obtain urgent care from network providers, unless our provider network is temporarily unavailable or inaccessible due to an unusual and extraordinary circumstance (for example, major disaster). • Outside our service area: You have urgent care coverage when you travel if you need medical attention right away for an unforeseen illness or injury and you reasonably believed that your health would seriously deteriorate if you delayed treatment until you returned to our service area. • High Option and Standard Option plan members have worldwide urgent care coverage. 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$65 for Basic Option or Basic Part B Only Option plan members. <p>Emergency Department</p> <p>\$75 per Emergency Department visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Basic Option and Basic Part B Only Option plan members have urgent care coverage while inside the United States and its territories. <p>See Chapter 3, Section 3, for more information.</p>	
<p>Vision care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. However, for High Option and Standard Option plans, we cover routine eye exams (eye refraction exams) to determine the need for vision correction and to provide a prescription for eyeglass lenses. <ul style="list-style-type: none"> ◆ (Routine eye exams are not covered under either Basic plan.) 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members (except that routine eye exams are not covered).
<ul style="list-style-type: none"> • 🍏 For people who are at high risk of glaucoma, such as people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older: glaucoma screening once per year. 	<p>No charge.</p>
<ul style="list-style-type: none"> • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) • Corrective lenses/frames (and replacements) needed after a cataract removal without a lens implant. • Note: Members may request insertion of presbyopia-correcting intraocular lenses (IOLs) in place of a conventional IOL following cataract surgery. The member is responsible for payment of that portion of the charge for the IOL and associated services that exceed 	<p>20% coinsurance.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>the charge for insertion of a conventional IOL following cataract surgery.</p>	
<p>*Additional eyewear benefits for High Option, Standard Option, members:</p> <ul style="list-style-type: none"> • Eyeglass lenses: Regular eyeglass lenses, including add-ons. Regular eyeglass lenses are any lenses with a refractive value or a balance lens if only one eye needs correction. • Eyeglass frames: Eyeglass frames, including the mounting of eyeglass lenses in the frame, original fitting of the frames, and subsequent adjustment. • Contact lenses: Coverage for the initial purchase of contact lenses only for the first time you are examined for contact lenses at a Kaiser Permanente facility. This discount includes: Fitting of contact lenses, initial pair of lenses, training for the insertion and removal of contact lens, and three months of follow-up visits. 	<ul style="list-style-type: none"> • 75% of Plan Charges per calendar year for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Option B Only plan members. • 85% of Plan Charges per calendar year for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Option B Only plan members.
<p> "Welcome to Medicare" preventive visit</p> <p>Our plan covers the one-time "Welcome to Medicare" preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p>Important: We cover the "Welcome to Medicare" preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" preventive visit.</p>	<p>There is no coinsurance, copayment, or deductible for the "Welcome to Medicare" preventive visit.</p>
<p>Note: Refer to Chapter 1 (Section 7) and Chapter 9 for information about coordination of benefits that applies to all covered services described in this Medical Benefits Chart.</p>	
<p>Dental benefits and fee schedule for High Option and Standard Option plan members*†</p> <p>Note: Dental benefits are not covered for Basic Option or Basic Option B Only plan members.</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
General terms and conditions	
<ul style="list-style-type: none">• Subject to the terms, conditions, limitations, and exclusions specified in this Kaiser Permanente Medicare Plus Evidence of Coverage including Chapter 10, "Definitions of Important Words," you may receive Covered Dental Services from Participating Dental Providers.• Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. has entered into an Agreement with Dental Administrator to provide Covered Dental Services through Participating Dental Providers.• Only the dental procedures listed in the dental fee schedule below are covered dental services. When you receive any of the listed procedures from a Participating Dental Provider, you will pay the fee listed for that service. The Participating Dental Provider has agreed to accept that fee as payment in full for that procedure. Neither Kaiser Permanente nor Dental Administrator is liable for payment of these fees or for any fees incurred as the result of receipt of a non-Covered Dental Service.• You will receive a list of Participating Dental Providers from the Health Plan or Dental Administrator. You should select a Participating Dental Provider "general dentist" from whom you and your family members will receive Covered Preventive Dental Services and other Covered Dental Services. Family members may use different Participating Dental Providers. Specialty care is also available should that be required; however, you must be referred to a Participating Dental Provider specialist by your general dentist. Your fees are usually higher for care received by a specialist. Please refer to the attached dental fee schedule for those discounted fees.• You may obtain a list of Participating Dental Providers by contacting Dental Administrator or our Member Services Department at the following numbers:<ul style="list-style-type: none">♦ Within the Washington, D.C. Metropolitan Service Area: 1-888-777-5536. Seven days a week, 8 a.m. to 8 p.m.♦ Outside the Washington, D.C. Metropolitan Service Area: (toll free) 1-888-777-5536. TTY users call 711.• Dental Administrator (DOMINION Dental Services USA, Inc.): Health Plan has entered into an agreement with DOMINION Dental Services USA, Inc. to provide Covered Dental Services as described in this section. For assistance concerning dental coverage questions, or for help finding a Participating Dental Provider, DOMINION Member Services specialists are available Monday through Friday from 7:30 a.m. to 6:00 p.m., or you may call the following numbers:<ul style="list-style-type: none">♦ Within the Washington, D.C. Metropolitan Service Area: 703-518-5338.♦ Outside the Washington, D.C. Metropolitan Service Area (toll free): 1-888-518-5338.♦ TTY users call 1-800-688-4889. Hearing impaired members may also use the Internet at www.IP-RELAY.com• DOMINION's Integrated Voice Response System is available 24 hours a day for information about Participating Dental Providers in your area, or to help you select a Participating Dental	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Provider. The most up-to-date list of Participating Dental Providers can be found at the following website: www.dominiondental.com/Kaiserdentists</p> <ul style="list-style-type: none"> • DOMINION also provides many other secure features online at www.dominiondental.com. 	
<p>Dental emergencies outside the service area*</p> <p>When a dental emergency occurs outside the service area, Dental Administrator will reimburse you for the reasonable charges for Covered Dental Services that may be provided, less any discounted fee, upon proof of payment, not to exceed \$50 per incident. Coverage is provided for emergency dental treatment as may be required to alleviate pain, bleeding, or swelling. You must receive all post-emergency care from a Participating Dental Provider.</p>	
<p>Discounted schedule of fees \$30 preventive plan</p> <p>Procedures not shown in this list are not covered. Refer to the description of your dental benefit for a complete description of the terms and conditions of your covered benefit.</p> <p>Fees quoted in the "You pay to Dentist" column apply only when performed by a participating general dentist. If specialty care is required, your general dentist must refer you to a participating specialist.</p> <p>FC \$30: You pay a combined fixed copayment of \$30 for any visit during which one or more of the following procedures are performed: (a) an oral exam (D0120, D0140, D0150, D0170 or D0180); (b) X-rays (D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0273, D0274, D0277, D0340 or D0350); (c) a pulp vitality test (D0460); (d) a diagnostic cast (D0470); (e) a routine cleaning (D1110); (f) fluoride application (D1206 or D1208); or (g) you are given oral hygiene instructions (D1310, D1320 or D1330). You pay a separate fee for any other procedure performed.</p> <p>Coverage for periodic oral exams, prophylaxes (cleanings) and fluoride applications is limited to two times per plan year.</p>	

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
Diagnostic Services			
D0120	Periodic oral evaluation	FC \$30	Not covered
D0140	Limited oral evaluation - problem focused	FC \$30	Not covered
D0150	Comprehensive oral evaluation - new or established patient	FC \$30	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D0170	Re-evaluation - limited, problem focused	FC \$30	Not covered
D0180	Comprehensive periodontal evaluation - new or established patient - not in conjunction with D0150 and limited to once per 18 months	FC \$30	Not covered
D0210	Intraoral - complete series (including bitewings)	\$54	\$69
D0220	Intraoral - periapical first film	FC \$30	\$14
D0230	Intraoral - periapical each additional film	FC \$30	\$11
D0240	Intraoral - occlusal film	FC \$30	\$21
D0250	Extraoral - first film	FC \$30	\$26
D0260	Extraoral - each additional film	FC \$30	\$22
D0270	Bitewing - single film	FC \$30	\$14
D0272	Bitewings - two films	FC \$30	\$21
D0273	Bitewings - three films	FC \$30	\$28
D0274	Bitewings - four films	FC \$30	\$31
D0277	Vertical bitewings - 7 to 8 films	FC \$30	\$47
D0330	Panoramic film	\$43	\$55
D0340	Cephalometric film	FC \$30	\$55
D0350	Oral/facial photographic images	FC \$30	\$29
D0460	Pulp vitality tests	FC \$30	\$35
D0470	Diagnostic casts (not in conjunction with Orthodontics)	FC \$30	Not covered
Preventive Services			
D1110	Prophylaxis (cleaning) - adult	FC \$30	Not covered
D1110*	Additional cleaning – beyond benefit limitation	\$40	\$40

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D1206	Topical fluoride varnish for moderate/high risk caries patients	FC \$30	Not covered
D1208	Topical application of fluoride	FC\$30	Not covered
D1310	Nutritional counseling for control of dental disease	FC \$30	Not covered
D1320	Tobacco counseling for control and prev. of oral disease	FC \$30	Not covered
D1330	Oral hygiene instructions	FC \$30	Not covered
D1352	Prev resin rest. mod/high caries risk – perm. tooth	\$30	Not covered
Restorative Services			
D2140	Amalgam - one surface, primary or permanent	\$68	Not covered
D2150	Amalgam - two surfaces, primary or permanent	\$88	Not covered
D2160	Amalgam - three surfaces, primary or permanent	\$105	Not covered
D2161	Amalgam - four or more surfaces, primary or permanent	\$126	Not covered
D2330	Resin-based composite - one surface, anterior	\$83	Not covered
D2331	Resin-based composite - two surfaces, anterior	\$105	Not covered
D2332	Resin-based composite - three surfaces, anterior	\$129	Not covered
D2335	Resin-based composite - four or more surfaces or involving incisal angle (anterior)	\$163	Not covered
D2390	Resin-based composite crown, anterior	\$216	Not covered
D2391	Resin-based composite - one surface, posterior	\$108	Not covered
D2392	Resin-based composite - two surfaces, posterior	\$143	Not covered
D2393	Resin-based composite - three surfaces, posterior	\$179	Not covered
D2394	Resin-based composite - four or more surfaces, posterior	\$204	Not covered
D2510	Inlay - metallic - one surface	\$493	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2520	Inlay - metallic - two surfaces	\$556	Not covered
D2530	Inlay - metallic - three or more surfaces	\$604	Not covered
D2542	Onlay – metallic - two surfaces	\$641	Not covered
D2543	Onlay – metallic - three surfaces	\$653	Not covered
D2544	Dental onlay metl 4/more surfaces	\$657	Not covered
D2610	Inlay - porcelain/ceramic - one surface	\$541	Not covered
D2620	Inlay - porcelain/ceramic - two surfaces	\$576	Not covered
D2630	Inlay - porcelain/ceramic - three or more surfaces	\$665	Not covered
D2642	Onlay - porcelain/ceramic - two surfaces	\$616	Not covered
D2643	Onlay - porcelain/ceramic - three surfaces	\$666	Not covered
D2644	Dental onlay porc 4/more surfaces	\$710	Not covered
D2650	Inlay - resin-based composite - one surface	\$498	Not covered
D2651	Inlay - resin-based composite - two surfaces	\$538	Not covered
D2652	Inlay - resin-based composite - three or more surfaces	\$699	Not covered
D2662	Onlay - resin-based composite - two surfaces	\$568	Not covered
D2663	Onlay - resin-based composite - three surfaces	\$699	Not covered
D2664	Onlay - resin-based composite - >=4 surfaces	\$662	Not covered
D2710	Crown - resin (indirect)	\$277	Not covered
D2712	Crown 3/4 resin-based composite (exclusive of veneers)	\$255	Not covered
D2720	Crown - resin with high noble metal	\$675	Not covered
D2721	Crown - resin with predominantly base metal	\$601	Not covered
D2722	Crown - resin with noble metal	\$628	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2740	Crown - porcelain/ceramic substrate	\$741	Not covered
D2750	Crown - porcelain fused to high noble metal	\$755	Not covered
D2751	Crown - porcelain fused to predominantly base metal	\$653	Not covered
D2752	Crown - porcelain fused to noble metal	\$679	Not covered
D2780	Crown - 3/4 cast high noble metal	\$724	Not covered
D2781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D2782	Crown - 3/4 cast noble metal	\$611	Not covered
D2783	Crown - 3/4 porcelain/ceramic	\$628	Not covered
D2790	Crown - full cast high noble metal	\$675	Not covered
D2791	Crown - full cast predominantly base metal	\$601	Not covered
D2792	Crown - full cast noble metal	\$628	Not covered
D2794	Crown - titanium	\$679	Not covered
D2910	Recement inlay	\$68	Not covered
D2920	Recement crown	\$68	Not covered
D2932	Prefabricated resin crown	\$254	Not covered
D2940	Sedative filling	\$77	Not covered
D2950	Core buildup, including any pins	\$172	Not covered
D2951	Pin retention - per tooth, in addition to restoration	\$40	Not covered
D2952	Cast post and core in addition to crown	\$252	Not covered
D2954	Prefabricated post and core in addition to crown	\$224	Not covered
D2955	Post removal (not in conj. with endo. therapy)	\$194	Not covered
D2970	Temporary crown (fractured tooth)	\$188	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2980	Crown repair, by report	\$138	Not covered
Endodontic Services			
D3110	Pulp cap - direct (excluding final restoration)	\$47	Not covered
D3120	Pulp cap - indirect (excluding final restoration)	\$47	Not covered
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	\$104	\$122
D3221	Pulpal debridement, prim. and perm. teeth	\$126	Not covered
D3310	Anterior (excluding final restoration)	\$439	\$505
D3320	Bicuspid (excluding final restoration)	\$525	\$604
D3330	Molar (excluding final restoration)	\$687	\$789
D3333	Internal root repair of perforation defects	Not covered	\$225
D3346	Retreatment of previous root canal therapy - anterior	Not covered	\$609
D3347	Retreatment of previous root canal therapy - bicuspid	Not covered	\$812
D3348	Retreatment of previous root canal therapy - molar	Not covered	\$1,047
D3410	Apicoectomy/periradicular surgery - anterior	\$422	\$524
D3421	Apicoectomy/periradicular surgery - bicuspid (first root)	\$471	\$655
D3425	Apicoectomy/periradicular surgery - molar (first root)	\$518	\$687
D3426	Apicoectomy/periradicular surgery (each additional root)	\$314	\$371
D3427	Periradicular surg. w/o apicoectomy	\$402	\$504
D3430	Retrograde filling - per root	\$118	\$295
D3450	Root amputation - per root	\$205	\$330

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D3920	Hemisection (including any root removal), not including root canal therapy	\$258	\$305
D3950	Canal prep/fitting of preformed dowel or post	\$154	\$216
Periodontic Services			
D4210	Gingivectomy or gingivoplasty - four or more contiguous teeth per quadrant	\$372	\$439
D4211	Gingivectomy or gingivoplasty - one to three teeth, per quadrant	\$161	\$190
D4240	Gingival flap procedure, including root planing - four or more contiguous teeth	\$479	\$566
D4241	Gingival flap procedure, including root planing - one to three teeth, per quadrant	\$121	\$239
D4260	Osseous surgery (including flap entry and closure) - four or more per quadrant	\$709	\$836
D4261	Osseous surgery (including flap entry and closure) - one to three teeth, per quadrant	\$452	\$534
D4268	Surgical revision procedure, per tooth	\$389	\$562
D4274	Distal or proximal wedge procedure	\$329	\$466
D4341	Periodontal scaling and root planing - four or more contiguous teeth or bounded teeth spaces per quadrant	\$137	\$194
D4342	Periodontal scaling and root planing - one to three teeth, per quadrant	\$99	\$117
D4355	Full mouth debridement to enable comprehensive evaluation and diagnosis	\$121	\$175
D4381	Localized delivery of chemotherapeutic agents	\$33	\$44
D4910	Periodontal maintenance	\$83	\$110
Prosthetics - Removable			

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5110	Complete denture - maxillary	\$845	Not covered
D5120	Complete denture - mandibular	\$845	Not covered
D5130	Immediate denture - maxillary	\$910	Not covered
D5140	Immediate denture - mandibular	\$910	Not covered
D5211	Maxillary partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5212	Mandibular partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5225	Maxillary partial denture	\$904	Not covered
D5226	Mandibular partial denture	\$1,004	Not covered
D5281	Removable unilateral partial denture - one piece cast metal (including clasps and teeth)	\$510	Not covered
D5410	Adjust complete denture - maxillary	\$79	Not covered
D5411	Adjust complete denture - mandibular	\$79	Not covered
D5421	Adjust partial denture - maxillary	\$79	Not covered
D5422	Adjust partial denture - mandibular	\$79	Not covered
D5510	Repair broken complete denture base	\$101	Not covered
D5520	Replace missing or broken teeth - complete denture (each tooth)	\$77	Not covered
D5610	Repair resin denture base	\$102	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5620	Repair cast framework	\$147	Not covered
D5630	Repair or replace broken clasp	\$139	Not covered
D5640	Replace broken teeth - per tooth	\$88	Not covered
D5650	Add tooth to existing partial denture	\$131	Not covered
D5660	Add clasp to existing partial denture	\$160	Not covered
D5670	Replace all teeth and acrylic on cast metal framework (maxillary)	\$559	Not covered
D5671	Replace all teeth and acrylic on cast metal framework (mandibular)	\$559	Not covered
D5710	Rebase complete maxillary denture	\$344	Not covered
D5711	Rebase complete mandibular denture	\$331	Not covered
D5720	Rebase maxillary partial denture	\$265	Not covered
D5721	Rebase mandibular partial denture	\$265	Not covered
D5730	Reline complete maxillary denture (chairside)	\$214	Not covered
D5731	Reline complete mandibular denture (chairside)	\$215	Not covered
D5740	Reline maxillary partial denture (chairside)	\$212	Not covered
D5741	Reline mandibular partial denture (chairside)	\$212	Not covered
D5750	Reline complete maxillary denture (laboratory)	\$260	Not covered
D5751	Reline complete mandibular denture (laboratory)	\$258	Not covered
D5760	Reline maxillary partial denture (laboratory)	\$250	Not covered
D5761	Reline mandibular partial denture (laboratory)	\$249	Not covered
D5810	Interim complete denture (maxillary)	\$549	Not covered
D5811	Interim complete denture (mandibular)	\$400	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5820	Interim partial denture (maxillary)	\$424	Not covered
D5821	Interim partial denture (mandibular)	\$429	Not covered
D5850	Tissue conditioning, maxillary	\$120	Not covered
D5851	Tissue conditioning, mandibular	\$121	Not covered
Prosthetics - Fixed			
D6000- D6199	ALL IMPLANT SERVICES - 15% DISCOUNT (incl. D0360-D0363 cone beam imaging w/ implants)		
D6210	Pontic - cast high noble metal	\$610	Not covered
D6211	Pontic - cast predominantly base metal	\$624	Not covered
D6212	Pontic - cast noble metal	\$586	Not covered
D6214	Pontic - titanium	\$571	Not covered
D6240	Pontic - porcelain fused to high noble metal	\$755	Not covered
D6241	Pontic - porcelain fused to predominantly base metal	\$653	Not covered
D6242	Pontic - porcelain fused to noble metal	\$679	Not covered
D6245	Pontic – porcelain/ceramic	\$741	Not covered
D6250	Pontic - resin with high noble metal	\$745	Not covered
D6251	Pontic - resin with predominantly base metal	\$707	Not covered
D6252	Pontic - resin with noble metal	\$717	Not covered
D6545	Retainer - cast metal for resin bonded fixed prosthesis	\$270	Not covered
D6548	Retainer. - porcelain/ceramic for resin bonded fixed prosthesis	\$481	Not covered
D6600	Inlay - porcelain/ceramic, two surfaces	\$400	Not covered
D6601	Inlay - porcelain/ceramic, >=3 surfaces	\$426	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D6602	Inlay - cast high noble metal, two surfaces	\$422	Not covered
D6603	Inlay - cast high noble metal, three or more surfaces	\$468	Not covered
D6604	Inlay - cast predominantly base metal, two surfaces	\$422	Not covered
D6605	Inlay - cast predominantly base metal, three or more surfaces	\$404	Not covered
D6606	Inlay - cast noble metal, two surfaces	\$384	Not covered
D6607	Inlay - cast noble metal, three or more surfaces	\$426	Not covered
D6608	Onlay -porcelain./ceramic, two surfaces	\$437	Not covered
D6609	Onlay - porcelain./ceramic, three or more surfaces	\$458	Not covered
D6610	Onlay - cast high noble metal, two surfaces	\$501	Not covered
D6611	Onlay cast high noble metal ≥ 3 surfaces	\$548	Not covered
D6612	Onlay - cast predominantly base metal, two surfaces	\$431	Not covered
D6613	Onlay - cast predominantly base metal, three or more surfaces	\$478	Not covered
D6614	Onlay - cast noble metal, two surfaces	\$454	Not covered
D6615	Onlay cast noble metal ≥ 3 surfaces	\$501	Not covered
D6624	Inlay - titanium	\$468	Not covered
D6634	Onlay - titanium	\$548	Not covered
D6720	Crown - resin with high noble metal	\$747	Not covered
D6721	Crown - resin with predominantly base metal	\$666	Not covered
D6722	Crown - resin with noble metal	\$696	Not covered
D6740	Crown – Porcelain/ceramic	\$741	Not covered
D6750	Crown - porcelain fused to high noble metal	\$639	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D6751	Crown - porcelain fused to predominantly base metal	\$571	Not covered
D6752	Crown - porcelain fused to noble metal	\$599	Not covered
D6780	Crown - 3/4 cast high noble metal	\$724	Not covered
D6781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D6782	Crown - 3/4 cast noble metal	\$578	Not covered
D6783	Crown - 3/4 porc./ceramic	\$808	Not covered
D6790	Crown - full cast high noble metal	\$675	Not covered
D6791	Crown - full cast predominantly base metal	\$601	Not covered
D6792	Crown - full cast noble metal	\$628	Not covered
D6794	Crown - titanium	\$679	Not covered
D6930	Recement fixed partial denture	\$88	Not covered
D6940	Stress breaker	\$205	Not covered
D6975	Coping - metal	\$431	Not covered
D6980	Fixed partial denture repair, by report	\$206	Not covered
Oral Surgery			
D7111	Coronal remnants - deciduous tooth	\$72	\$85
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	\$83	\$97
D7210	Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth	\$149	\$176
D7220	Removal of impacted tooth - soft tissue	\$183	\$216
D7230	Removal of impacted tooth - partially bony	\$250	\$295

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D7240	Removal of impacted tooth - completely bony	\$295	\$347
D7241	Removal of impacted tooth - completely bony, with unusual surg. complications	\$363	\$429
D7250	Surgical removal of residual tooth roots (cutting procedure)	\$167	\$199
D7270	Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	\$279	\$330
D7280	Surgical access of an unerupted tooth	\$312	\$369
D7282	Mobiliz. of erupted or malpos. tooth-aid erup	\$96	\$210
D7285	Biopsy of oral tissue - hard (bone, tooth)	\$196	\$231
D7286	Biopsy of oral tissue - soft (all others)	\$184	\$216
D7291	Transseptal fiberotomy/supra crestal fiberotomy, by report	\$142	\$169
D7310	Alveoloplasty in conjunction with extractions - per quadrant	\$150	\$177
D7311	Alveoloplasty in conjunction with extractions	\$130	\$154
D7320	Alveoloplasty not in conjunction with extractions – per quadrant	\$193	\$227
D7321	Alveoloplasty not in conjunction with extractions	\$40	\$84
D7471	Removal of lateral exostosis	\$314	\$370
D7472	Removal of torus palatinus	\$263	\$311
D7473	Removal of torus mandibularis	\$271	\$320
D7485	Surgical reduction of osseous tuberosity	\$297	\$351
D7510	Incision and drainage of abscess - intraoral soft tissue	\$108	\$127
D7511	Incision and drainage of abscess - intraoral	\$226	\$260
D7910	Suture of recent small wounds up to 5 cm	\$246	\$290

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D7960	Frenulectomy (frenectomy or frenotomy) - separate procedure	\$226	\$314
D7963	Frenuloplasty	\$99	\$245
D7970	Excision of hyperplastic tissue - per arch	\$456	\$539
D7971	Excision of pericoronal gingiva	\$225	\$265
D7972	Surgical reduction of fibrous tuberosity	\$78	\$185
Orthodontics			
D8090	Comprehensive orthodontic treatment of the adult dentition	Not covered	\$3,658
D8660	Pre-orthodontic treatment visit	Not covered	\$413
D8670	Periodic orthodontic treatment visit (as part of contract)	Not covered	\$118
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	Not covered	\$516
Additional Procedures			
D9110	Palliative (emergency) treatment of dental pain - minor procedure	\$30	\$75
D9210	Local anesthesia not in conjunction with operative or surgical procedures	\$0	Not covered
D9211	Regional block anesthesia	\$0	Not covered
D9212	Trigeminal division block anesthesia	\$0	Not covered
D9215	Local anesthesia	\$0	Not covered
D9220	Deep sedation/general anesth - first 30 minutes	\$80	\$277
D9221	Deep sedation/general anesth - each addtl. 15 minutes	\$40	\$100
D9230	Analgesia, anxiolysis, inhalation of nitrous oxide	\$36	\$41
D9241	Intrav conscious sed./analgesia - first 30 minutes	\$121	\$272

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D9242	Intrav conscious sed./analgesia - each addtl. 15 minutes	\$0	\$85
D9310	Consultation (diagnostic service provided by dentist or physician other than practitioner providing treatment)	\$59	\$96
D9439	Office visit - Not including an FC30 visit	\$10	\$10
D9440	Office visit - after regularly scheduled hours	\$27	\$111
D9910	Application of desensitizing medicament	\$30	\$60
D9930	Treatment of complications (post-surgical)	\$48	\$48
D9940	Occlusal guard, by report	\$338	\$519
D9950	Occlusion analysis - mounted case	\$169	\$169
D9951	Occlusal adjustment - limited	\$88	\$115
D9952	Occlusal adjustment - complete	\$372	\$597
D9990	Broken office appointment	\$50	\$50

SECTION 3. What services are not covered by our plan?

Section 3.1 Services we do *not* cover (exclusions)

This section tells you what services are "excluded" from Medicare coverage and, therefore, are not covered by this plan. If a service is "excluded," it means that we don't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception is we will pay if a service in the chart below is found upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 7, Section 5.3, in this booklet.)

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

All exclusions or limitations on services are described in the Medical Benefits Chart or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare.	√	
Experimental medical and surgical procedures, equipment and medications. <ul style="list-style-type: none"> • Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community. 		√ May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital.		√ Covered only when medically necessary.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	√	
Full-time nursing care in your home.	√	
Custodial care is care provided in a nursing home, hospice, or other facility setting when you do not require skilled medical care or skilled nursing care. <ul style="list-style-type: none"> • Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with 	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
activities of daily living, such as bathing or dressing.		
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	√	
Fees charged by your immediate relatives or members of your household.	√	
Cosmetic surgery or procedures.		√ Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member. Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
Routine dental care, such as cleanings, fillings, or dentures for Basic Option or Basic Part B Only Option plan members.	√	
Nonroutine dental care for Basic Option or Basic Part B Only Option plan members.		√ Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
Routine chiropractic care.		√ Manual manipulation of the spine to correct a subluxation is covered.
Routine foot care.		√ Some limited coverage provided according to Medicare guidelines, for example, if you have diabetes.
Orthopedic shoes.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease.
Supportive devices for the feet.		√ Orthopedic or therapeutic shoes for people with diabetic foot disease.
Routine hearing exams.	√	
Hearing aids or exams to fit hearing aids.		√ This exclusion does not apply to cochlear implants and osseointegrated external hearing devices covered by Medicare.
Routine eye exams, eyeglasses, and contact lenses for Basic Option or Basic Part B Only Option plan members.		√ Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery.
Radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids.	√	
Reversal of sterilization procedures and non-prescription contraceptive supplies.	√	
Infertility services for Basic Option and Basic Part B Only Option plan members.	√	
Cost of donor semen and donor eggs, storage and freezing of eggs. Services other than artificial insemination, related to conception by artificial means, including but not limited to, in vitro fertilization, ovum transplants, gamete intrafallopian transfer, zygote	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
intrafallopian transfer and prescription drugs related to such services. Services to reverse involuntary, surgically induced infertility.		
Acupuncture.	√	
Naturopath services (uses natural or alternative treatments).	√	
Care in a licensed intermediate care facility.	√	
Comfort, convenience, or luxury equipment or features.	√	
Private duty nurse.	√	
Meals delivered to your home.	√	
Outpatient oral nutrition, such as dietary supplements, herbal supplements, weight loss aids, formulas and food.		√ This exclusion does not apply to medical food and modified food products as described in "Medical foods" in the Medical Benefits Chart.
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging, and mental performance).		√ Covered if medically necessary and covered under Original Medicare.
Services provided to veterans in Veterans Affairs (VA) facilities.		√ When emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		reimburse veterans for the difference. Members are still responsible for our plan's cost-sharing amounts.
Reconstructive surgery that offers only a minimal improvement in appearance or is performed to alter or reshape normal structures of the body in order to improve appearance.		√ We cover reconstructive surgery to correct or repair abnormal structures of the body caused by congenital defect, developmental abnormalities, accidental injury, trauma, infection, tumors, or disease, if a network physician determines that it is necessary to improve function, or create a normal appearance, to the extent possible.
Surgery that, in the judgment of a network physician specializing in reconstructive surgery, offers only a minimal improvement in appearance. <ul style="list-style-type: none"> • Surgery that is performed to alter or reshape normal structures of the body in order to improve appearance. 	√	
Nonconventional intraocular lenses (IOLs) following cataract surgery (for example, a presbyopia-correcting IOL).		√ You may request and we may provide insertion of a presbyopia-correcting IOL or astigmatism-correcting IOL following cataract surgery in lieu of a conventional IOL. However, you must pay the difference between Plan Charges for a nonconventional IOL and associated services and Plan Charges for insertion of a conventional IOL following cataract surgery.
Massage therapy.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		Covered when ordered as part of physical therapy program in accord with Medicare guidelines.
Travel and lodging expenses.		<p style="text-align: center;">√</p> Provided only in connection with out-of-area transplant services that our plan covers.
Transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a network provider.	√	
Licensed ambulance services without transport.		<p style="text-align: center;">√</p> Covered if the ambulance transports you or if covered by Medicare.
Physical exams and other services (1) required for obtaining or maintaining employment or participation in employee programs, (2) required for insurance or licensing, or (3) on court order or required for parole or probation.		<p style="text-align: center;">√</p> Covered if a network physician determines that the services are medically necessary except that routine physical exams are not covered for both Basic Option plans unless covered by Medicare.
Services related to noncovered services or items.		<p style="text-align: center;">√</p> When a service or item is not covered, all services related to the noncovered service or item are excluded, (1) except for services or items we would otherwise cover to treat complications of the noncovered service or item, or (2) unless covered in accord with Medicare guidelines.
Services not approved by the federal Food and Drug Administration. Drugs,		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
<p>supplements, tests, vaccines, devices, radioactive materials, and any other services that by law require federal Food and Drug Administration (FDA) approval in order to be sold in the U.S., but are not approved by the FDA.</p>		<p>This exclusion applies to services provided anywhere, even outside the U.S. It does not apply to Medicare-covered clinical trials or covered emergency care you receive outside the U.S.</p>
<p>Exclusions described in the amendment "What You Need to Know — Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices."</p>	<p>√</p>	

CHAPTER 5. Asking us to pay our share of a bill you have received for covered medical services

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services..... 94

Section 1.1 If you pay our share of the cost of your covered services or if you receive a bill, you can ask us for payment 94

SECTION 2. How to ask us to pay you back or to pay a bill you have received 95

Section 2.1 How and where to send us your request for payment 95

SECTION 3. We will consider your request for payment and say yes or no 96

Section 3.1 We check to see whether we should cover the service and how much we owe 96

Section 3.2 If we tell you that we will not pay for all or part of the medical care, you can make an appeal..... 96

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services

Section 1.1 If you pay our share of the cost of your covered services or if you receive a bill, you can ask us for payment

Sometimes when you get medical care, you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of our plan. In either case, you can ask us to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services that are covered by our plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask us to pay you back or to pay a bill you have received:

When you've received emergency or urgently needed medical care from a provider who is not in our network

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill our plan for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
 - ◆ If the provider is owed anything, we will pay the provider directly.
 - ◆ If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.

When a network provider sends you a bill you think you should not pay

Network providers should always bill us directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service, and even if there is a dispute and we don't pay certain provider charges. For more information about "balance billing," go to Chapter 4, Section 1.3.

- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under our plan.

If you are retroactively enrolled in our plan

Sometimes a person's enrollment in our plan is retroactive. ("Retroactive" means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

- Please call Member Services for additional information about how to ask us to pay you back and deadlines for making your request. Phone numbers for Member Services are printed on the back cover of this booklet.
- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. Chapter 7 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has information about how to make an appeal.

SECTION 2. How to ask us to pay you back or to pay a bill you have received

Section 2.1 How and where to send us your request for payment

Send us your request for payment, along with your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website (**kp.org**) or call Member Services and ask for the form. Phone numbers for Member Services are printed on the back cover of this booklet.

Mail your request for payment together with any bills or receipts to us at this address:

Kaiser Permanente
Attn: Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

2101 East Jefferson Street
Rockville, MD 20852

You must submit your claim to us within 365 days after service date.

Contact Member Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3. We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the service and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care is covered and you followed all the rules for getting the care, we will pay for our share of the cost. If you have already paid for the service, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered.)
- If we decide that the medical care is not covered, or you did not follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the medical care, you can make an appeal

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details about how to make this appeal, go to Chapter 7 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." The appeals process is a detailed legal process with complicated procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of Chapter 7. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives you definitions of terms such as "appeal." Then, after you have read Section 4, you can go to Section 5.3 in Chapter 7 to learn how to make an appeal about getting paid back for a medical service.

CHAPTER 6. Your rights and responsibilities

SECTION 1. We must honor your rights as a member of our plan	98
Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)	98
Section 1.2 We must treat you with fairness and respect at all times	98
Section 1.3 We must ensure that you get timely access to your covered services	98
Section 1.4 We must protect the privacy of your personal health information.....	99
Section 1.5 We must give you information about our plan, our network of providers, and your covered services	100
Section 1.6 We must support your right to make decisions about your care	101
Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made	102
Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?	103
Section 1.9 How to get more information about your rights.....	103
Section 1.10 Information about new technology assessments	104
SECTION 2. You have some responsibilities as a member of our plan.....	104
Section 2.1 What are your responsibilities?	104

SECTION 1. We must honor your rights as a member of our plan

Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)

To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

Our plan has people and free language interpreter services available to answer questions from non-English-speaking members. We can also give you information in Braille or large print, if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about our plan's benefits that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call **1-877-486-2048**.

Section 1.2 We must treat you with fairness and respect at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. We do not discriminate based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** (TTY **1-800-537-7697**) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

Section 1.3 We must ensure that you get timely access to your covered services

As a member of our plan, you have the right to choose a primary care provider (PCP) in our network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Member Services to learn which doctors are accepting new patients (phone numbers are printed on the back cover of this booklet). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral, as well as other primary care providers described in Chapter 3, Section 2.2.

As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care.

If you think that you are not getting your medical care within a reasonable amount of time, Chapter 7, Section 9, of this booklet tells you what you can do. (If we have denied coverage for your medical care and you don't agree with our decision, Chapter 7, Section 4, tells you what you can do.)

Section 1.4 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in our plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "Notice of Privacy Practices," that tells you about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, we are required to get written permission from you first. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - ◆ For example, we are required to release health information to government agencies that are checking on quality of care.
 - ◆ Because you are a member of our plan through Medicare, we are required to give Medicare your health information. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held by our plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.5 We must give you information about our plan, our network of providers, and your covered services

As a member of our plan, you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in Braille or in large print.)

If you want any of the following kinds of information, please call Member Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about our plan's financial condition. It also includes information about the number of appeals made by members and our plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our network providers.**
 - ◆ For example, you have the right to get information from us about the qualifications of the providers in our network and how we pay the providers in our network.
 - ◆ For a list of the providers in our network, see the **Provider Directory**.
 - ◆ For more detailed information about our providers, you can call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at kp.org/directory.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - ◆ In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - ◆ If you have questions about the rules or restrictions, please call Member Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - ◆ If a medical service is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service from an out-of-network provider.
 - ◆ If you are not happy or if you disagree with a decision we make about what medical care is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 7 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 7 also tells you about how to make a complaint about quality of care, waiting times, and other concerns.)

- ◆ If you want to ask us to pay our share of a bill you have received for medical care, see Chapter 5 of this booklet.

Section 1.6 We must support your right to make decisions about your care

You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices in a way that you can understand.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say "no."** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. Of course, if you refuse treatment, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 7 of this booklet tells you how to ask us for a coverage decision.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can:

- Fill out a written form to give someone the legal authority to make medical decisions for you if you ever become unable to make decisions for yourself.
- Give your doctors written instructions about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "**advance directives.**" There are different types of advance directives and different names for them. Documents called "**living will**" and "**power of attorney for health care**" are examples of advance directives.

If you want to use an "advance directive" to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. You can also contact Member Services to ask for the forms (phone numbers are printed on the back cover of this booklet).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, take a copy with you to the hospital.

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

District of Columbia Residents: Delmarva Foundation of the District of Columbia 924 Centreville Road Easton, MD 21601	Maryland Residents: Maryland Insurance Administration Consumer Complaint Investigation 200 St. Paul Place, Suite 2700 Baltimore, MD 21202	Virginia Residents: State Corporation Commission Virginia Bureau of Insurance P.O. Box 1157 Richmond, VA 23218
---	--	---

Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 7 of this booklet tells you what you can do. It gives you the details about how to deal with all types of problems and complaints.

What you need to do to follow up on a problem or concern depends upon the situation. You might need to ask us to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do—ask for a coverage decision, make an appeal, or make a complaint—we are required to treat you fairly.

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** or TTY **1-800-537-7697**, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, and it's not about discrimination, you can get help dealing with the problem you are having:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.9 How to get more information about your rights

There are several places where you can get more information about your rights:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact Medicare:
 - ◆ You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at <http://www.medicare.gov/Pubs/pdf/11534.pdf>.)
 - ◆ Or you can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.10 Information about new technology assessments

Rapidly changing technology affects health care and medicine as much as any other industry. To determine whether a new drug or other medical development has long-term benefits, our plan carefully monitors and evaluates new technologies for inclusion as covered benefits. These technologies include medical procedures, medical devices, and new drugs.

SECTION 2. You have some responsibilities as a member of our plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of our plan are listed below. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this **Evidence of Coverage** booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - ◆ Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
- **If you have any other health insurance coverage in addition to our plan, you are required to tell us.** Please call Member Services to let us know (phone numbers are printed on the back cover of this booklet).
 - ◆ We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is called "coordination of benefits" because it involves coordinating the health benefits you get from us with any other health benefits available to you. We'll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)
- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care.
 - ◆ Notifying out-of-network providers when seeking care (unless it is an emergency) that although you are enrolled in our plan, the provider should bill Original Medicare. You should present your membership card and your Medicare card.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - ◆ To help your doctors and other health care providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.

- ◆ Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
- ◆ If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - ◆ You must pay your plan premiums to continue being a member of our plan (see Chapter 1, Section 4.1).
 - ◆ In order to be eligible for our plan, you must have Medicare Part B (or both Part A and Part B). For that reason, some plan members must pay a premium for Medicare Part A and most plan members must pay a premium for Medicare Part B to remain a member of our plan.
 - ◆ For most of your medical services covered by our plan, you must pay your share of the cost when you get the service. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 4 tells you what you must pay for your medical services.
 - ◆ If you get any medical services that are not covered by our plan or by other insurance you may have, you must pay the full cost.
 - ◆ If you disagree with our decision to deny coverage for a service, you can make an appeal. Please see Chapter 7 of this booklet for information about how to make an appeal.
- **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Member Services (phone numbers are printed on the back cover of this booklet).
 - ◆ If you move outside of our plan service area, you cannot remain a member of our plan. (Chapter 1 tells you about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a special enrollment period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
 - ◆ If you move within our service area, we still need to know so we can keep your membership record up-to-date and know how to contact you.
 - ◆ If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
- **Call Member Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
 - ◆ Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
 - ◆ For more information about how to reach us, including our mailing address, please see Chapter 2.

**CHAPTER 7. What to do if you have a problem or complaint
(coverage decisions, appeals, and complaints)**

Background 108

SECTION 1. Introduction 108

Section 1.1 What to do if you have a problem or concern 108

Section 1.2 What about the legal terms? 108

**SECTION 2. You can get help from government organizations that are
not connected with us 109**

Section 2.1 Where to get more information and personalized assistance 109

SECTION 3. To deal with your problem, which process should you use?..... 109

Section 3.1 Should you use the process for coverage decisions and appeals? Or should
you use the process for making complaints? 109

Coverage decisions and appeals 110

SECTION 4. A guide to the basics of coverage decisions and appeals 110

Section 4.1 Asking for coverage decisions and making appeals—*The big picture* 110

Section 4.2 How to get help when you are asking for a coverage decision or making
an appeal 111

Section 4.3 Which section of this chapter gives the details for your situation? 112

**SECTION 5. Your medical care: How to ask for a coverage decision or
make an appeal 112**

Section 5.1 This section tells what to do if you have problems getting coverage for
medical care or if you want us to pay you back for our share of the cost of
your care 112

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to
authorize or provide the medical care coverage you want) 114

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of
a medical care coverage decision made by our plan) 117

Section 5.4 Step-by-step: How a Level 2 Appeal is done 119

Section 5.5 What if you are asking us to pay you for our share of a bill you have
received for medical care? 121

SECTION 6. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.....	122
Section 6.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights	122
Section 6.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date	123
Section 6.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date	126
Section 6.4 What if you miss the deadline for making your Level 1 Appeal?.....	127
SECTION 7. How to ask us to keep covering certain medical services if you think your coverage is ending too soon.....	129
Section 7.1 <i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services	129
Section 7.2 We will tell you in advance when your coverage will be ending.....	130
Section 7.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time.....	131
Section 7.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time.....	133
Section 7.5 What if you miss the deadline for making your Level 1 Appeal?.....	134
SECTION 8. Taking your appeal to Level 3 and beyond	136
Section 8.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals.....	136
Making complaints	138
SECTION 9. How to make a complaint about quality of care, waiting times, customer service, or other concerns.....	138
Section 9.1 What kinds of problems are handled by the complaint process?.....	138
Section 9.2 The formal name for "making a complaint" is "filing a grievance"	139
Section 9.3 Step-by-step: Making a complaint.....	140
Section 9.4 You can also make complaints about quality of care to the Quality Improvement Organization.....	141
Section 9.5 You can also tell Medicare about your complaint.....	141

Background

SECTION 1. Introduction

Section 1.1 What to do if you have a problem or concern

This chapter explains two types of processes for handling problems and concerns:

- For some types of problems, you need to use the process for coverage decisions and appeals.
- For other types of problems, you need to use the process for making complaints.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by you and us.

Which one do you use?

That depends upon the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says "making a complaint" rather than "filing a grievance," "coverage decision" rather than "organization determination" and "Independent Review Organization" instead of "Independent Review Entity." It also uses abbreviations as little as possible.

However, it can be helpful, and sometimes quite important, for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2. You can get help from government organizations that are not connected with us

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations, you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3, of this booklet.

You can also get help and information from Medicare

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- You can visit the Medicare website (<http://www.medicare.gov>).

SECTION 3. To deal with your problem, which process should you use?

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help you with your specific problem or concern, **START HERE:**

Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care is covered or not, the way in which it is covered, and problems related to payment for medical care.)

- **Yes, my problem is about benefits or coverage:**

Go to the next section in this chapter, **Section 4:** "A guide to the basics of coverage decisions and appeals."

- **No, my problem is not about benefits or coverage:**

Skip ahead to **Section 9 at the end of this chapter:** "How to make a complaint about quality of care, waiting times, customer service, or other concerns."

Coverage decisions and appeals

SECTION 4. A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals—*The big picture*

The process for coverage decisions and appeals deals with problems related to your benefits and coverage for medical services, including problems related to payment. This is the process you use for issues such as whether something is covered or not, and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. For example, your network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision, if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a service is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision.

If we say *no* to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

Section 4.2 How to get help when you are asking for a coverage decision or making an appeal

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call Member Services** (phone numbers are printed on the back cover of this booklet).
- To get free help from an independent organization that is not connected with our plan, **contact your State Health Insurance Assistance Program** (see Section 2 in this chapter).
- **Your doctor can make a request for you.**
 - ◆ For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your "representative" to ask for a coverage decision or make an appeal.
 - ◆ There may be someone who is already legally authorized to act as your representative under state law.
 - ◆ If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. (The form is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>.) The form gives that person permission to act on your behalf. It must be signed by you and by the person whom you would like to act on your behalf. You must give us a copy of the signed form.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, you are not required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

Section 4.3 Which section of this chapter gives the details for your situation?

There are three different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- Section 5 in this chapter: "Your medical care: How to ask for a coverage decision or make an appeal."
- Section 6 in this chapter: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- Section 7 in this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (applies to these services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services).

If you're not sure which section you should be using, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)." To keep things simple, we generally refer to "medical care coverage" or "medical care" in the rest of this section, instead of repeating "medical care or treatment or services" every time.

If you have a complaint about a bill when you receive care from an out-of-network provider, the appeals process described will not apply, unless you were directed to go to an out-of-network provider by the plan or one of the network providers for care covered by our plan (for example, an authorized referral).

You should refer to the notice of the service (called the "Medicare Summary Notice") you receive from Original Medicare. The Medicare Summary Notice provides information on how to appeal a decision made by Original Medicare.

This section tells you what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. We will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by our plan.
3. You have received medical care or services that you believe should be covered by our plan, but we have said we will not pay for this care.
4. You have received and paid for medical care or services that you believe should be covered by our plan, and you want to ask us to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.

Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:

- **Chapter 7, Section 6:** "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- **Chapter 7, Section 7:** "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.

For all other situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you want to find out whether we will cover the medical care or services you want?	You can ask us to make a coverage decision for you. Go to the next section in this chapter, Section 5.2 .

Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for?	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 5.3 in this chapter.
Do you want to ask us to pay you back for medical care or services you have already received and paid for?	You can send us the bill. Skip ahead to Section 5.5 in this chapter.

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want)

Legal Terms
When a coverage decision involves your medical care, it is called an " organization determination. "

Step 1: You ask us to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a "fast coverage decision."

Legal Terms
A "fast coverage decision" is called an " expedited determination. "

How to request coverage for the medical care you want

- Start by calling, writing, or faxing us to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days after we receive your request.**

- However, we can take up to 14 more calendar days if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the

process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

If your health requires it, ask us to give you a "fast coverage decision"

- **A fast coverage decision means we will answer within 72 hours.**
 - ◆ However, we can take up to 14 more calendar days if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for coverage for medical care you have not yet received. (You cannot get a fast coverage decision if your request is about payment for medical care you have already received.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor tells us that your health requires a "fast coverage decision," we will automatically agree to give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor's support, we will decide whether your health requires that we give you a fast coverage decision.**
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a "fast coverage decision"

- Generally, for a fast coverage decision, we will give you our answer **within 72 hours**.
 - ◆ As explained above, **we can take up to 14 more calendar days** under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

- ◆ If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is *no* to part or all of what you requested, we will send you a detailed written explanation as to why we said no.

Deadlines for a "standard coverage decision"

- Generally, for a standard coverage decision, we will give you our answer **within 14 calendar days of receiving your request**.
 - ◆ We can take up to 14 more calendar days ("an extended time period") under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)
 - ◆ If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 14 calendar days after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is *no* to part or all of what you requested, we will send you a written statement that explains why we said no.

Step 3: If we say *no* to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say *no*, you have the right to ask us to reconsider, and perhaps change this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)
--

Legal Terms

An appeal to our plan about a medical care coverage decision is called a plan " reconsideration ."

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start an appeal, you, your doctor, or your representative must contact us.** For details about how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
 - ◆ If you have someone appealing our decision for you other than your doctor, your appeal must include an "Appointment of Representative" form authorizing this person to represent you. To get the form, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. It is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>. While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision.
- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.

- ◆ If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal" (you can make a request by calling us)

Legal Terms

A "fast appeal" is also called an " expedited reconsideration. "

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a "fast appeal."
- The requirements and procedures for getting a "fast appeal" are the same as those for getting a "fast coverage decision." To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a "fast appeal," we will give you a fast appeal.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said **no** to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a "fast appeal"

- When we are using the fast deadlines, we must give you our answer **within 72 hours** after we receive your appeal. We will give you our answer sooner if your health requires us to do so.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**. If we decide to take extra days to make the decision, we will tell you in writing.
 - ◆ If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - ♦ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days.**
 - ♦ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)
 - ♦ If we do not give you an answer by the deadline above, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- If our answer is *no* to part or all of what you requested, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Step 3: If our plan says *no* to part or all of your appeal, your case will automatically be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said *no* to your appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

Section 5.4 Step-by-step: How a Level 2 Appeal is done

If we say *no* to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: The Independent Review Organization reviews your appeal.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- We will send the information about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

*If you had a "fast appeal" at Level 1, you will also have a "**fast appeal**" at Level 2*

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 72 hours of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

*If you had a "standard appeal" at Level 1, you will also have a "**standard appeal**" at Level 2*

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 30 calendar days of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

Step 2: The Independent Review Organization gives you their answer.

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- If the review organization says **yes** to part or all of what you requested, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization.
- If this organization says **no** to part or all of your appeal, it means they agree with us that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision." It is also called "turning down your appeal.")
 - ◆ If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you got after your Level 2 Appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading Chapter 5 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services." Chapter 5 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells you how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 4.1 in this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service; see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)." We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: "Using our plan's coverage for your medical services").

We will say *yes* or *no* to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or if you haven't paid for the services, we will send the payment directly to the provider. (When we send the payment, it's the same as saying *yes* to your request for a coverage decision.)
- If the medical care is not covered, or you did not follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3 of this chapter. Go to this part for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is **yes** at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

SECTION 6. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "**discharge date**."
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

Section 6.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

During your covered hospital stay, you will be given a written notice called **An Important Message from Medicare about Your Rights**. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- Read this notice carefully and ask questions if you don't understand it. It tells you about your rights as a hospital patient, including:

- ◆ Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
- ◆ Your right to be involved in any decisions about your hospital stay, and know who will pay for it.
- ◆ Where to report any concerns you have about quality of your hospital care.
- ◆ Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

Legal Terms

The written notice from Medicare tells you how you can " request an immediate review. " Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 6.2 below tells you how you can request an immediate review.)

- **You must sign the written notice** to show that you received it and understand your rights.
 - ◆ You or someone who is acting on your behalf must sign the notice. (Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative.)
 - ◆ Signing the notice shows **only** that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice does **not** mean you are agreeing on a discharge date.
- **Keep your copy** of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.
 - ◆ If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
 - ◆ To look at a copy of this notice in advance, you can call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. You can also see it online at **<http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>**.

Section 6.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date
--

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.

- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.

It checks to see if your planned discharge date is medically appropriate for you.

Step 1: Contact the Quality Improvement Organization for your state and ask for a "fast review" of your hospital discharge. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

How can you contact this organization?

- The written notice you received (**An Important Message from Medicare About Your Rights**) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization **before** you leave the hospital and **no later than your planned discharge date**. (Your "planned discharge date" is the date that has been set for you to leave the hospital.)
 - ♦ **If you meet this deadline**, you are allowed to stay in the hospital after your discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.
 - ♦ **If you do not meet this deadline**, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 6.4.

Ask for a "fast review":

- You must ask the Quality Improvement Organization for a "fast review" of your discharge. Asking for a "fast review" means you are asking for the organization to use the "fast" deadlines for an appeal instead of using the standard deadlines.

Legal Terms
A "fast review" is also called an "immediate review" or an "expedited review."

Step 2: The Quality Improvement Organization conducts an independent review of your case.*What happens during this review?*

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives you your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

Legal Terms
This written explanation is called the "Detailed Notice of Discharge." You can get a sample of this notice by calling Member Services (phone numbers are printed on the back cover of this booklet) or 1-800-MEDICARE (1-800-633-4227) , 24 hours a day, 7 days a week. (TTY users should call 1-877-486-2048 .) Or you can see a sample notice online at http://www.cms.hhs.gov/BNI/ .

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.*What happens if the answer is **yes**?*

- If the review organization says **yes** to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet.)

*What happens if the answer is **no**?*

- If the review organization says **no** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for your **inpatient hospital**

services will end at noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

- If the review organization says **no** to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost of hospital care** you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 Appeal is no, you decide if you want to make another appeal.

- If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to "Level 2" of the appeals process.

Section 6.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 calendar days** after the day the Quality Improvement Organization said **no** to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

*If the review organization says **yes**:*

- We must reimburse you for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- You must continue to pay your share of the costs and coverage limitations may apply.

*If the review organization says **no**:*

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further by going on to Level 3.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 6.4 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 6.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. ("Quickly" means before you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Legal Terms

A "fast review" (or "fast appeal") is also called an "**expedited appeal**."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, **go to Chapter 2**, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of your planned discharge date, checking to see if it was medically appropriate.

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
- **If you stayed in the hospital after your planned discharge date, then you may have to pay the full cost of hospital care you received after the planned discharge date.**

*Step 4: If we say **no** to your fast appeal, your case will automatically be sent on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that you are **automatically** going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint.)

The complaint process is different from the appeals process. Section 9 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The Independent Review Organization is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- If this **organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue our plan's coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with us that your planned hospital discharge date was medically appropriate.
 - ♦ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by a judge.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say **no** to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 7. How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 7.1 This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services

This section is **only** about the following types of care:

- **Home health care services** you are getting.

- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a "skilled nursing facility," see Chapter 10, "Definitions of important words.")
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 10, "Definitions of important words.")

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information about your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, **we will stop paying our share of the cost for your care.**

If you think we are ending the coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Section 7.2 We will tell you in advance when your coverage will be ending

- **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
 - ♦ The written notice tells you the date when we will stop covering the care for you.
 - ♦ The written notice also tells you what you can do if you want to ask us to change this decision about when to end your care, and keep covering it for a longer period of time.

Legal Terms

In telling you what you can do, the written notice is telling how you can request a "**fast-track appeal.**" Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 7.3 below tells you how you can request a fast-track appeal.)

The written notice is called the "**Notice of Medicare Non-Coverage.**" To get a sample copy, call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048.**) Or see a copy online at <http://www.cms.hhs.gov/BNI/>.

- You must sign the written notice to show that you received it.
 - ♦ You or someone who is acting on your behalf must sign the notice. (Section 4 tells you how you can give written permission to someone else to act as your representative.)

- ◆ Signing the notice shows **only** that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with us that it's time to stop getting the care.

<p>Section 7.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time</p>

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 9 in this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.

Step 1: Make your Level 1 Appeal: Contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care experts who are paid by the federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

How can you contact this organization?

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

What should you ask for?

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

Your deadline for contacting this organization.

- You must contact the Quality Improvement Organization to start your appeal no later than noon of the day after you receive the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 7.5 in this chapter.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers inform us of your appeal, you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

Legal Terms
This notice of explanation is called the " Detailed Explanation of Non-Coverage. "

Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

*What happens if the reviewers say **yes** to your appeal?*

- If the reviewers say **yes** to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

*What happens if the reviewers say **no** to your appeal?*

- If the reviewers say **no** to your appeal, then **your coverage will end** on the date we have told you. We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after this date when your coverage ends, **then you will have to pay the full cost of this care yourself.**

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say *no* to your Level 1 Appeal, and you choose to continue getting care after your coverage for the care has ended, then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.

Section 7.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.

*What happens if the review organization says **yes** to your appeal?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says **no**?*

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.

- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 7.5 What if you miss the deadline for making your Level 1 Appeal?
--

You can appeal to us instead

As explained above in Section 7.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A "fast review" (or "fast appeal") is also called an " expedited appeal ."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending our plan's coverage for services you were receiving.
- We will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end, **then you will have to pay the full cost of this care yourself.**

*Step 4: If we say **no** to your fast appeal, your case will automatically go on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, **we are required to send your appeal to the Independent Review Organization.** When we do this, it means that you are automatically going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 9 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The **Independent Review Organization** is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says *yes*** to your appeal, then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says *no* to your appeal**, it means they agree with the decision our plan made to your first appeal and will not change it.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say ***no*** to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 8. Taking your appeal to Level 3 and beyond

Section 8.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the administrative law judge says *yes* to your appeal, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 4. Unlike a decision at

Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.

- ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the judge's decision.
- ◆ If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the administrative law judge says *no* to your appeal, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says ***no*** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, or if the Appeals Council denies our request to review a favorable Level 3 Appeal decision, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Appeals Council's decision.
 - ◆ If we decide to appeal the decision, we will let you know in writing.
- **If the answer is *no* or if the Appeals Council denies the review request, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says ***no*** to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the administrative appeals process.

Making complaints

SECTION 9. How to make a complaint about quality of care, waiting times, customer service, or other concerns



If your problem is about decisions related to benefits, coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 in this chapter.

Section 9.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive.

If you have a complaint regarding a service provided by a hospital or skilled nursing facility that is not part of our network, follow the complaint process established by Original Medicare. However, if you have a complaint involving a network hospital or skilled nursing facility (or you were directed to go to an out-of-network hospital or skilled nursing facility by our plan or one of the network providers), you will follow the instructions contained in this section. This is true even if you received a Medicare Summary Notice indicating that a claim was processed but not covered by Original Medicare. Furthermore, if you have a complaint regarding an emergency or urgently needed service, or the cost-sharing for hospital or skilled nursing facility services, you will follow the instructions contained in this section.

Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can "make a complaint":

- **Quality of your medical care**
 - ◆ Are you unhappy with the quality of care you have received (including care in the hospital)?
- **Respecting your privacy**
 - ◆ Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?
- **Disrespect, poor customer service, or other negative behaviors**
 - ◆ Has someone been rude or disrespectful to you?
 - ◆ Are you unhappy with how our Member Services has treated you?
 - ◆ Do you feel you are being encouraged to leave our plan?
- **Waiting times**
 - ◆ Are you having trouble getting an appointment, or waiting too long to get it?

- ◆ Have you been kept waiting too long by doctors or other health professionals? Or by Member Services or other staff at our plan?
- ◆ Examples include waiting too long on the phone, in the waiting room, or in the exam room.
- **Cleanliness**
 - ◆ Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
- **Information you get from our plan**
 - ◆ Do you believe we have not given you a notice that we are required to give?
 - ◆ Do you think written information we have given you is hard to understand?

Timeliness (these types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)

The process of asking for a coverage decision and making appeals is explained in Sections 4–8 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:

- If you have asked us to give you a "fast coverage decision" or a "fast appeal," and we have said we will not, you can make a complaint.
- If you believe our plan is not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.
- When a coverage decision we made is reviewed and our plan is told that we must cover or reimburse you for certain medical services, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.
- When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 9.2 The formal name for "making a complaint" is "filing a grievance"

Legal Terms

- What this section calls a "complaint" is also called a "grievance."
- Another term for "making a complaint" is "filing a grievance."
- Another way to say "using the process for complaints" is "using the process for filing a grievance."

Section 9.3 Step-by-step: Making a complaint**Step 1: Contact us promptly—either by phone or in writing.**

- **Usually calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Call toll-free **1-888-777-5536 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to you in writing. We will also respond in writing when you make a complaint by phone if you request a written response or your complaint is related to quality of care.
- **If you have a complaint, we will try to resolve your complaint over the phone.** If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. Your grievance must explain your concern, such as why you are dissatisfied with the services you received. Please see Chapter 2 for whom you should contact if you have a complaint.
 - ◆ You must submit your grievance to us (orally or in writing) within 60 calendar days of the event or incident. We must address your grievance as quickly as your health requires, but no later than 30 calendar days after receiving your complaint. We may extend the time frame to make our decision by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.
 - ◆ You can file a fast grievance about our decision not to expedite a coverage decision or appeal, or if we extend the time we need to make a decision about a coverage decision or appeal. We must respond to your fast grievance within 24 hours.
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
- **If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal,"** we will automatically give you a "fast complaint." If you have a "fast complaint," it means we will give you an answer **within 24 hours**.

Legal Terms

What this section calls a "**fast complaint**" is also called an "**expedited grievance**."

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.

- **Most complaints are answered in 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

Section 9.4 You can also make complaints about quality of care to the Quality Improvement Organization

You can make your complaint about the quality of care you received to us by using the step-by-step process outlined above.

When your complaint is about quality of care, you also have two extra options:

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (without making the complaint to us).
 - ♦ The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.
 - ♦ To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

Section 9.5 You can also tell Medicare about your complaint

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call **1-800-MEDICARE (1-800-633-4227)**. TTY/TDD users can call **1-877-486-2048**.

CHAPTER 8. Ending your membership in our plan

SECTION 1. Introduction	143
Section 1.1 This chapter focuses on ending your membership in our plan.....	143
SECTION 2. When can you end your membership in our plan?	143
Section 2.1 You can end your membership at any time.....	143
Section 2.2 Where can you get more information about when you can end your membership?	143
SECTION 3. How do you end your membership in our plan?	144
Section 3.1 To end your membership, you must ask us in writing	144
SECTION 4. Until your membership ends, you must keep getting your medical services through our plan	145
Section 4.1 Until your membership ends, you are still a member of our plan	145
SECTION 5. We must end your membership in our plan in certain situations.....	145
Section 5.1 When must we end your membership in our plan?	145
Section 5.2 We <u>cannot</u> ask you to leave our plan for any reason related to your health.....	146
Section 5.3 You have the right to make a complaint if we end your membership in our plan	146

SECTION 1. Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in our plan may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- **You might leave our plan because you have decided that you want to leave.**
 - ◆ You can disenroll from our plan at any time. Section 2 tells you more about when you can end your membership in our plan.
 - ◆ The process for voluntarily ending your membership varies depending upon what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care through our plan until your membership ends.

SECTION 2. When can you end your membership in our plan?

Section 2.1 You can end your membership at any time

You can disenroll from this plan at any time. You may switch to Original Medicare, or if you have a special enrollment period, you may enroll in a Medicare Advantage or another Medicare prescription drug plan. Your membership will usually end on the last day of the month in which we receive your request to change your plan.

Section 2.2 Where can you get more information about when you can end your membership?

If you have any questions or would like more information about when you can end your membership:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can find the information in the **Medicare & You** 2016 handbook.
 - ◆ Everyone with Medicare receives a copy of **Medicare & You** each fall. Those new to Medicare receive it within a month after first signing up.
 - ◆ You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or you can order a printed copy by calling Medicare at the number below.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- You can contact **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3. How do you end your membership in our plan?

Section 3.1 To end your membership, you must ask us in writing

You may end your membership in our plan at any time during the year and change to Original Medicare. To end your membership, you must make a request in writing to us. Your membership will end on the last day of the month in which we receive your request. Contact us if you need more information on how to do this. The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> • Another Medicare health plan. 	<ul style="list-style-type: none"> • Enroll in the Medicare health plan. • You will automatically be disenrolled from our plan when your new plan's coverage begins.
<ul style="list-style-type: none"> • Original Medicare with a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet). Then contact the Medicare prescription drug plan that you want to enroll in and ask to be enrolled. • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048. • You will be disenrolled from our plan when your coverage in Original Medicare begins. If you join a Medicare prescription drug plan, that coverage should begin at this time as well.
<ul style="list-style-type: none"> • Original Medicare without a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information about how to do this (phone numbers are printed on the back cover of this booklet). • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

If you would like to switch from our plan to:

This is what you should do:

- You will be disenrolled from our plan when your coverage in Original Medicare begins.

SECTION 4. Until your membership ends, you must keep getting your medical services through our plan

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave our plan, it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information about when your new coverage begins.) During this time, you must continue to get your medical care through our plan.

- If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged (even if you are discharged after your new health coverage begins).
- If you use out-of-network providers to obtain medical services, the services are covered under Original Medicare. You will be responsible for Original Medicare's cost-sharing for such services, with the exception of emergency and urgently needed services.

SECTION 5. We must end your membership in our plan in certain situations

Section 5.1 When must we end your membership in our plan?

We must end your membership in our plan if any of the following happen:

- If you do not stay continuously enrolled in Part B. Members must stay continuously enrolled in Part B.
- If you move out of our service area or if you are away from our service area for more than 90 days.
 - ♦ If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area. Phone numbers for Member Services are printed on the back cover of this booklet.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.

- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
 - ◆ If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you do not pay our plan premiums.

Where can you get more information?

If you have questions or would like more information about when we can end your membership:

- You can call Member Services for more information (phone numbers are printed on the back cover of this booklet).

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

We are not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in Chapter 7, Section 9, for information about how to make a complaint.

CHAPTER 9. Legal notices

SECTION 1. Notice about governing law.....	148
SECTION 2. Notice about nondiscrimination.....	148
SECTION 3. Notice about Medicare Secondary Payer subrogation rights.....	148
SECTION 4. Administration of this Evidence of Coverage	148
SECTION 5. Applications and statements.....	148
SECTION 6. Assignment.....	149
SECTION 7. Attorney and advocate fees and expenses	149
SECTION 8. Coordination of benefits	149
SECTION 9. Employer responsibility.....	149
SECTION 10. Evidence of Coverage binding on members.....	149
SECTION 11. Government agency responsibility.....	150
SECTION 12. Member nonliability.....	150
SECTION 13. No waiver	150
SECTION 14. Notices	150
SECTION 15. Overpayment recovery.....	150
SECTION 16. Third party liability	150
SECTION 17. U.S. Department of Veterans Affairs.....	151
SECTION 18. Workers' compensation or employer's liability benefits.....	151
SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance.....	152

SECTION 1. Notice about governing law

Many laws apply to this **Evidence of Coverage** and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2. Notice about nondiscrimination

We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare health plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

SECTION 3. Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Kaiser Permanente Medicare Plus, as a Medicare Cost Plan sponsor, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any state laws.

SECTION 4. Administration of this Evidence of Coverage

We may adopt reasonable policies, procedures, and interpretations to promote orderly and efficient administration of this **Evidence of Coverage**.

SECTION 5. Applications and statements

You must complete any applications, forms, or statements that we request in our normal course of business or as specified in this **Evidence of Coverage**.

SECTION 6. Assignment

You may not assign this **Evidence of Coverage** or any of the rights, interests, claims for money due, benefits, or obligations hereunder without our prior written consent.

SECTION 7. Attorney and advocate fees and expenses

In any dispute between a member and Health Plan, the Medical Group, or Kaiser Foundation Hospitals, each party will bear its own fees and expenses, including attorneys' fees, advocates' fees, and other expenses.

SECTION 8. Coordination of benefits

As described in Chapter 1 (Section 7) "How other insurance works with our plan," if you have other insurance, you are required to use your other coverage in combination with your coverage as a Medicare Plus member to pay for the care you receive. This is called "coordination of benefits" because it involves coordinating all of the health benefits that are available to you. You will get your covered care as usual from network providers, and the other coverage you have will simply help pay for the care you receive.

If your other coverage is the primary payer, it will often settle its share of payment directly with us, and you will not have to be involved. However, if payment owed to us by a primary payer is sent directly to you, you are required by Medicare law to give this primary payment to us. For more information about primary payments in third party liability situations, see Section 16, and for primary payments in workers' compensation cases, see Section 18.

You must tell us if you have other health care coverage, and let us know whenever there are any changes in your additional coverage.

SECTION 9. Employer responsibility

For any services that the law requires an employer to provide, we will not pay the employer, and when we cover any such services, we may recover the value of the services from the employer.

SECTION 10. Evidence of Coverage binding on members

By electing coverage or accepting benefits under this **Evidence of Coverage**, all members legally capable of contracting, and the legal representatives of all members incapable of contracting, agree to all provisions of this **Evidence of Coverage**.

SECTION 11. Government agency responsibility

For any services that the law requires be provided only by or received only from a government agency, we will not pay the government agency, and when we cover any such services we may recover the value of the services from the government agency.

SECTION 12. Member nonliability

Our contracts with network providers provide that you are not liable for any amounts we owe. However, you are liable for the cost of noncovered services you obtain from network providers or out-of-network providers.

SECTION 13. No waiver

Our failure to enforce any provision of this **Evidence of Coverage** will not constitute a waiver of that or any other provision, or impair our right thereafter to require your strict performance of any provision.

SECTION 14. Notices

Our notices to you will be sent to the most recent address we have. You are responsible for notifying us of any change in your address. If you move, please call Member Services (phone numbers are printed on the back of this booklet) and Social Security at **1-800-772-1213** (TTY **1-800-325-0778**) as soon as possible to report your address change.

SECTION 15. Overpayment recovery

We may recover any overpayment we make for services from anyone who receives such an overpayment or from any person or organization obligated to pay for the services.

SECTION 16. Third party liability

As stated in Chapter 1, Section 7, third parties who cause you injury or illness (and/or their insurance companies) usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue these primary payments. If you obtain a judgment or settlement from or on behalf of a third party who allegedly caused an injury or illness for which you received covered services, you must pay us "Plan Charges" for those services. **Note:** This Section 16 does not affect your obligation to pay cost-sharing for these services, but we will credit any such payments toward the amount you must pay us under this section. Please refer to Chapter 10 for the definition of "Plan Charges."

To the extent permitted or required by law, we have the option of becoming subrogated to all claims, causes of action, and other rights you may have against a third party or an insurer, government program, or other source of coverage for monetary damages, compensation, or indemnification on account of the injury or illness allegedly caused by the third party. We will be so subrogated as of the time we mail or deliver a written notice of our exercise of this option to you or your attorney, but we will be subrogated only to the extent of the total of Plan Charges for the relevant services.

To secure our rights, we will have a lien on the proceeds of any judgment or settlement you or we obtain against a third party. The proceeds of any judgment or settlement that you or we obtain shall first be applied to satisfy our lien, regardless of whether the total amount of the proceeds is less than the actual losses and damages you incurred.

Within 30 days after submitting or filing a claim or legal action against a third party, you must send written notice of the claim or legal action to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Attention: Patient Financial Services Dep't
2101 East Jefferson Street, Rockville, Maryland 20852

In order for us to determine the existence of any rights we may have and to satisfy those rights, you must complete and send us all consents, releases, authorizations, assignments, and other documents, including lien forms directing your attorney, the third party, and the third party's liability insurer to pay us directly. You may not agree to waive, release, or reduce our rights under this provision without our prior, written consent.

If your estate, parent, guardian, or conservator asserts a claim against a third party based on your injury or illness, your estate, parent, guardian, or conservator and any settlement or judgment recovered by the estate, parent, guardian, or conservator shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the third party. We may assign our rights to enforce our liens and other rights.

SECTION 17. U.S. Department of Veterans Affairs

For any services for conditions arising from military service that the law requires the Department of Veterans Affairs to provide, we will not pay the Department of Veterans Affairs, and when we cover any such services we may recover the value of the services from the Department of Veterans Affairs.

SECTION 18. Workers' compensation or employer's liability benefits

As stated in Chapter 1, Section 7, workers' compensation usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue primary payments under workers' compensation or employer's liability law. You may be eligible for payments or other benefits, including amounts received as a settlement (collectively referred to as "Financial Benefit"), under workers' compensation or employer's liability law. We will provide covered services even if it is unclear

whether you are entitled to a Financial Benefit, but we may recover the value of any covered services from the following sources:

- From any source providing a Financial Benefit or from whom a Financial Benefit is due.
- From you, to the extent that a Financial Benefit is provided or payable or would have been required to be provided or payable if you had diligently sought to establish your rights to the Financial Benefit under any workers' compensation or employer's liability law.

SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance

We are subject to regulation in this Commonwealth by the State Corporation Commission Bureau of Insurance pursuant to Title 38.2 and by the Virginia Department of Health pursuant to Title 32.1.

In the event you need to contact someone about this insurance for any reason, please contact your agent. If no agent was involved in the sale of this insurance, or if you have additional questions, you may contact Kaiser Permanente at the following address and telephone number:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
P.O. Box 6831
2101 East Jefferson Street
Rockville MD 20849-6831
301-468-6000 or 1-800-777-7902

We recommend that you familiarize yourself with our customer satisfaction and appeals processes as described in Chapter 7: "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," and make use of it before taking any other action.

If you have been unable to contact or obtain satisfaction from the company or your agent, you may contact the Virginia State Corporation Commission's Bureau of Insurance at:

State Corporation Commission
Bureau of Insurance
P.O. Box 115
Richmond VA 23218
804-371-9741 or 1-800-552-7945

Written correspondence is preferable so that a record of your inquiry is maintained. When contacting your agent, Kaiser Permanente, or the Bureau of Insurance, have your policy number available

CHAPTER 10. Definitions of important words

Allowance – A specified credit amount that you can use toward the purchase price of an item. If the price of the item(s) you select exceeds the allowance, you will pay the amount in excess of the allowance, which does not apply to the annual out-of-pocket maximum.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Annual Enrollment Period – A set time each fall when members can change their health or drug plans. The Annual Enrollment Period is from October 15 until December 7. (As a member of a Medicare Cost Plan, you can switch to Original Medicare at any time. But you can only join a new Medicare health or drug plan during certain times of the year, such as the Annual Enrollment Period.)

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or payment for services you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for an item or service you think you should be able to receive. Chapter 7 explains appeals, including the process involved in making an appeal.

Balance Billing – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost-sharing amount. As a member of our plan, you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

Benefit Period – The way that both our plan and Original Medicare measure your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Coinsurance – An amount you may be required to pay as your share of the cost for services. Coinsurance is usually a percentage (for example, 20%) of Plan Charges.

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used for certain types of problems only. This includes problems related to quality of care, waiting times, and the customer service you receive. See also "Grievance," in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Coordination of Benefits (COB) – Coordination of Benefits is a provision used to establish the order in which claims are paid when you have other insurance. If you have Medicare and other health insurance or coverage, each type of coverage is called a "payer." When there is more than one payer, there are "coordination of benefits" rules that decide which one pays first. The "primary payer" pays what it owes on your bills first, and then sends the rest to the "secondary payer" to pay. If payment owed to us is sent directly to you, you are required under Medicare law to give the payment to us. In some cases, there may also be a third payer. See Chapter 1 (Section 7) and Chapter 9 (Section 8) for more information.

Copayment – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit or hospital outpatient visit. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit.

Cost-Sharing – Cost-sharing refers to amounts that a member has to pay when services are received. (This is in addition to our plan's monthly premium.) Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services are covered; (2) any fixed "copayment" amount that a plan requires when a specific service is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service that a plan requires when the service is received. Note: In some cases, you may not pay all applicable cost-sharing at the time you receive the services, and we will send you a bill later for the cost-sharing. For example, if you receive nonpreventive care during a scheduled preventive care visit, we may bill you later for the cost-sharing applicable to the nonpreventive care. For items ordered in advance, you pay the copayment in effect on the order date (although we will not cover the item unless you still have coverage for it on the date you receive it) and you may be required to pay the copayment when the item is ordered.

Covered Services – The general term we use to mean all of the health care services and items that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Deductible – The amount you must pay for health care before our plan begins to pay.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Durable Medical Equipment – Certain medical equipment that is ordered by your doctor for medical reasons. Examples are walkers, wheelchairs, or hospital beds.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

Emergency Medical Condition – Either: (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a plan hospital (or designated hospital) before delivery or if transfer poses a threat to your (or your unborn child's) health and safety.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Grievance – A type of complaint you make about us or one of our network providers, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Group Health Cooperative (GHC) – When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or GHC service area. GHC is located in parts of Washington and Northern Idaho. For more information, please refer to Chapter 3, Section 2.2, and you may visit GHC's website at ghc.org/about_gh/index.jhtml.

Home Health Aide – A home health aide provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (for example, bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Home Health Care – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered services are listed in the Medical Benefits Chart in Chapter 4. We cover home health care in accord with Medicare guidelines. Home health care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren't covered unless you are also getting a covered skilled service. Home health services do not include the services of housekeepers, food service arrangements, or full-time nursing care at home.

Hospice – An enrollee who has six months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums, you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

Hospital Inpatient Stay – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an "outpatient."

Income Related Monthly Adjustment Amount (IRMAA) – If your income is above a certain limit, you will pay an income-related monthly adjustment amount in addition to your plan premium. For example, individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the seven-month period that begins three months before the month you turn 65, includes the month you turn 65, and ends three months after the month you turn 65.

Inpatient Hospital Care – Health care that you get during an inpatient stay in an acute care general hospital.

Kaiser Foundation Health Plan (Health Plan) – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc, is a nonprofit corporation and a Medicare Cost Plan. This **Evidence of Coverage** sometimes refers to Health Plan as "we" or "us."

Kaiser Permanente – Kaiser Foundation Hospitals, Health Plan, and the Medical Group.

Kaiser Permanente Region – A Kaiser Foundation Health Plan organization or allied plan that conducts a direct-service health care program. When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or Group Health Cooperative service area. For more information, please refer to Chapter 3, Section 2.2.

Long-Term Care Hospital – A Medicare-certified acute-care hospital that typically provide Medicare covered services such as comprehensive rehabilitation, respiratory therapy, head trauma treatment, and pain management. They are not long-term care facilities such as convalescent or assisted living facilities.

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for Part A and Part B services covered by our plan. Amounts you pay for your plan premiums and Medicare Part A and Part B premiums do not count toward the maximum out-of-pocket amount. See Chapter 4, Section 1.2, for information about your maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6, for information about how to contact Medicaid in your state.

Medical Care or Services – Health care services or items. Some examples of health care items include durable medical equipment, eyeglasses, and drugs covered by Medicare Part A or Part B.

Medical Group – It is the network of plan providers that our plan contracts with to provide covered services to you. The name of our medical group is the Mid-Atlantic Permanente Medical Group, P.C., a for-profit professional corporation.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, a PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area, except people with End-Stage Renal Disease (unless certain exceptions apply).

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-Inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

"Medigap" (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Cost Plan is not a Medigap policy.)

Member (Member of our Plan, or "Plan Member") – A person with Medicare who is eligible to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

Network Physician – Any licensed physician who is a partner or employee of the Medical Group, or any licensed physician who contracts to provide services to our members (but not including physicians who contract only to provide referral services).

Network Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. We call them "**network providers**" when they have an agreement with our plan to accept our payment as payment in full, and in some cases, to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as "plan providers."

Organization Determination – The Cost plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. The Cost plan's network provider or facility has also made an organization determination when it provides you with an item or service, or refers you to an out-of-network provider for an item or service. Organization determinations are called "coverage decisions" in this booklet. Chapter 7 explains how to ask us for a coverage decision.

Original Medicare ("Traditional Medicare" or "Fee-for-Service" Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for "Cost-Sharing" above. A member's cost-sharing requirement to pay for a portion of services received is also referred to as the member's "out-of-pocket" cost requirement.

PACE Plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) for as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

Part C – See "**Medicare Advantage (MA) Plan.**"

Plan – Kaiser Permanente Medicare Plus.

Plan Charges – Plan Charges means the following:

- For services provided by the Medical Group or Kaiser Foundation Hospitals, the charges in Health Plan's schedule of Medical Group and Kaiser Foundation Hospitals charges for services provided to members.
- For services for which a provider (other than the Medical Group or Kaiser Foundation Hospitals) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider.
- For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a member for the item if a member's benefit plan did not cover the item (this amount is an estimate of: the cost of acquiring, storing, and dispensing drugs; the direct and indirect costs of providing Kaiser Permanente pharmacy services to members; and the pharmacy program's contribution to the net revenue requirements of Health Plan).
- For all other services, the payments that Kaiser Permanente makes for the services or, if Kaiser Permanente subtracts cost-sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost-sharing.

Post-Stabilization Care – Medically necessary services related to your emergency medical condition that you receive after your treating physician determines that this condition is clinically stable. You are considered clinically stable when your treating physician believes, within a reasonable medical probability and in accordance with recognized medical standards, that you are safe for discharge or transfer and that your condition is not expected to get materially worse during or as a result of the discharge or transfer.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Member cost-sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both network (preferred) and out-of-network (nonpreferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health care or prescription drug coverage.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1, for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services. Some in-network medical services are covered only if your doctor or other network provider gets "prior authorization" from our plan. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4 and described in Chapter 3, Section 2.3.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4, for information about how to contact the QIO for your state.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (nonemergency) services. Our plan may disenroll you if you permanently move out of our plan's service area.

Services – Health care services or items.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Enrollment Period – A set time when members can change their health or drug plans or return to Original Medicare. Situations in which you may be eligible for a special enrollment period include: if you move outside the service area, if you are getting "Extra Help" with your prescription drug costs, if you move into a nursing home, or if we violate our contract with you.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

Kaiser Permanente Medicare Plus Member Services

METHOD	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

State Health Insurance Assistance Program

A State Health Insurance Assistance Program (SHIP) is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. Please refer to Chapter 2, Section 3, for SHIP contact information.

January 1 – December 31, 2016

Evidence of Coverage

Your Medicare Health Benefits and Services as a Member of Kaiser Permanente Medicare Plus (Cost)

This booklet gives you the details about your Medicare health care coverage from January 1 to December 31, 2016. It explains how to get coverage for the health care services you need. This is an important legal document. Please keep it in a safe place.

This plan, Kaiser Permanente Medicare Plus, is offered by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Health Plan). When this **Evidence of Coverage** says "we," "us," or "our," it means Health Plan. When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Member Services has free language interpreter services available for non-English speakers (phone numbers are printed on the back cover of this booklet).

This information is available in a different format for the visually impaired by calling Member Services (phone numbers are printed on the back cover of this booklet).

Benefits, premium, deductible, and/or copayments/coinsurance may change on January 1, 2017.

2016 Evidence of Coverage

Table of Contents

This list of chapters and page numbers is your starting point. For more help in finding information you need, go to the first page of a chapter. You will find a detailed list of topics at the beginning of each chapter.

CHAPTER 1. Getting started as a member..... 1

Explains what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, your plan premium, your plan membership card, and keeping your membership record up-to-date.

CHAPTER 2. Important phone numbers and resources 11

Tells you how to get in touch with our plan (Medicare Plus) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), and the Railroad Retirement Board.

CHAPTER 3. Using our plan's coverage for your medical services 21

Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in our plan's network and how to get care when you have an emergency.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay) 34

Gives the details about which types of medical care are covered and *not* covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.

CHAPTER 5. Asking us to pay our share of a bill you have received for covered medical services..... 93

Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services.

CHAPTER 6. Your rights and responsibilities 97

Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.

CHAPTER 7. What to do if you have a problem or complaint (coverage decisions, appeals, and complaints) 106

Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care you think is covered by our plan. This includes asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.
- Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.

CHAPTER 8. Ending your membership in our plan..... 142

Explains when and how you can end your membership in our plan.
Explains situations in which our plan is required to end your membership.

CHAPTER 9. Legal notices 147

Includes notices about governing law and about nondiscrimination.

CHAPTER 10. Definitions of important words 153

Explains key terms used in this booklet.

AMENDMENT. "What You Need To Know" – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices

CHAPTER 1. Getting started as a member

SECTION 1. Introduction	2
Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan	2
Section 1.2 What is the Evidence of Coverage booklet about?	2
Section 1.3 Legal information about the Evidence of Coverage.....	3
SECTION 2. What makes you eligible to be a plan member?	3
Section 2.1 Your eligibility requirements	3
Section 2.2 What are Medicare Part A and Medicare Part B?	3
Section 2.3 Here is our plan service area for Medicare Plus.....	4
SECTION 3. What other materials will you get from us?	4
Section 3.1 Your plan membership card—use it to get the care covered by our plan	4
Section 3.2 The Provider Directory: Your guide to all providers in our network.....	5
SECTION 4. Your monthly premium for our plan	6
Section 4.1 How much is your plan premium?	6
Section 4.2 There are several ways you can pay your plan premium	7
Section 4.3 Can we change your monthly plan premium during the year?	8
SECTION 5. Please keep your plan membership record up-to-date.....	8
Section 5.1 How to help make sure that we have accurate information about you.....	8
SECTION 6. We protect the privacy of your personal health information.....	9
Section 6.1 We make sure that your health information is protected	9
SECTION 7. How other insurance works with our plan	10
Section 7.1 Which plan pays first when you have other insurance?	10

SECTION 1. Introduction

Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan

You are covered by Medicare, and you have chosen to get your Medicare health care coverage through our plan, Kaiser Permanente Medicare Plus. There are different types of Medicare health plans. Medicare Plus is a Medicare Cost Plan. This plan does not include Part D prescription drug coverage. Like all Medicare health plans, this Medicare Cost Plan is approved by Medicare and run by a private company.

Section 1.2 What is the Evidence of Coverage booklet about?

This **Evidence of Coverage** booklet tells you how to get your Medicare medical care covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of our plan.

This **Evidence of Coverage** describes more than one Medicare Plus plan. The following Medicare Plus plans are included in this **Evidence of Coverage**:

- Kaiser Permanente Medicare Plus High w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**High Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Std w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Standard Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/o D (AB) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Option**" plan for members with Medicare Parts A and B.
- Kaiser Permanente Medicare Plus Basic w/o D (B) (Cost) — referred to in this **Evidence of Coverage** as the "**Basic Part B Only Option**" plan for members without Medicare Part A coverage.

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

The words "coverage" and "covered services" refer to the medical care and services available to you as a member of our plan.

It's important for you to learn what our plan's rules are and what services are available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** booklet.

If you are confused or concerned or just have a question, please contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.3 Legal information about the Evidence of Coverage

It's part of our contract with you

This **Evidence of Coverage** is part of our contract with you about how our plan covers your care. Other parts of this contract include your enrollment form, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The contract is in effect for the months in which you are enrolled in Medicare Plus between January 1, 2016, and December 31, 2016.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of our plan after December 31, 2016. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2016.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer our plan and Medicare renews its approval of our plan.

SECTION 2. What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You have Medicare Part B (or you have both Part A and Part B) (Section 2.2 below tells you about Medicare Part A and Medicare Part B).
- – *and* – you live in our geographic service area (Section 2.3 below describes our service area).
- – *and* – you do not have End-Stage Renal Disease (ESRD), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer.

Section 2.2 What are Medicare Part A and Medicare Part B?

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services), skilled nursing facilities, or home health agencies.
- Medicare Part B is for most other medical services (such as physician's services and other outpatient services) and certain items (such as durable medical equipment and supplies).

Section 2.3 Here is our plan service area for Medicare Plus

Although Medicare is a federal program, our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes the city of Washington D.C. and these cities and counties in Maryland and Virginia: Alexandria City, Anne Arundel, Arlington, Baltimore County, Baltimore City, Carroll County, Fairfax City, Fairfax County, Falls Church City, Harford County, Howard County, Loudoun County, Manassas City, Manassas Park City, Montgomery County, Prince George's County, and Prince William County.

Also, our service area includes these parts of counties in Maryland, in the following ZIP codes only:

- **Calvert County:** 20639, 20678, 20689, 20714, 20732, 20736, and 20754.
- **Charles County:** 20601, 20602, 20603, 20604, 20612, 20616, 20617, 20637, 20640, 20643, 20646, 20658, 20675, 20677, and 20695.
- **Frederick County:** 21701, 21702, 21703, 21704, 21705, 21709, 21710, 21714, 21716, 21717, 21718, 21754, 21755, 21758, 21759, 21762, 21769, 21770, 21771, 21774, 21775, 21777, 21790, 21792, and 21793.

In addition, we offer coverage in several states. However, there may be cost or other differences between the plans we offer in each state. If you move out of state and into a state that is still within our service area, you must call Member Services in order to update your information. If you move into a state outside of our service area, you cannot remain a member of our plan. Please call Member Services to find out if we have a plan in your new state.

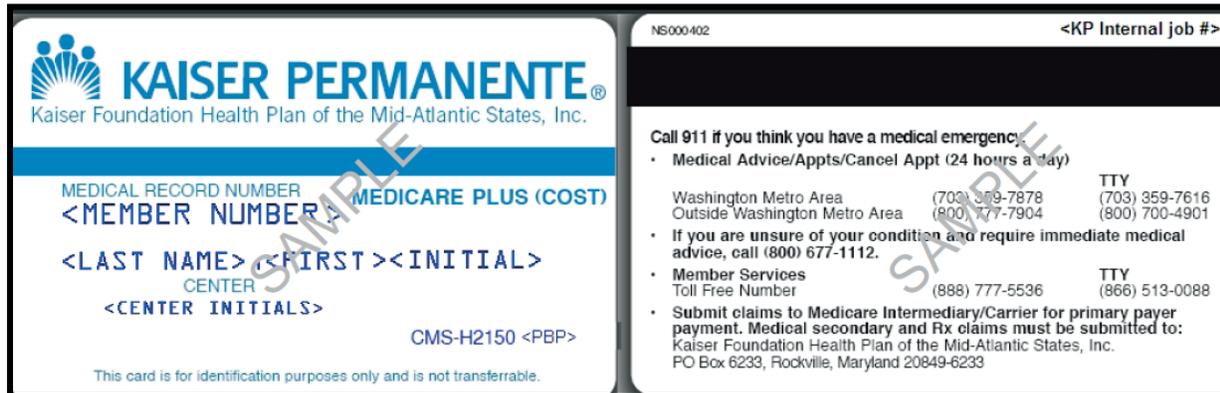
If you plan to move out of the service area, please contact Member Services (phone numbers are printed on the back cover of this booklet). When you move, you will have a special enrollment period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

SECTION 3. What other materials will you get from us?

Section 3.1 Your plan membership card—use it to get the care covered by our plan

We will send you a plan membership card. You should use this card whenever you get covered services from a Medicare Plus network provider. Here's a sample membership card to show you what yours will look like:



If your plan membership card is damaged, lost, or stolen, call Member Services right away and we will send you a new card. Phone numbers for Member Services are printed on the back cover of this booklet.

Because Medicare Plus is a Medicare Cost Plan, you should also **keep your red, white, and blue Medicare card with you**. As a Cost Plan member, if you receive Medicare-covered services (except for emergency or urgent care) from an out-of-network provider or when you are outside of our service area, these services will be paid for by Original Medicare, not our plan. In these cases, you will be responsible for Original Medicare deductibles and coinsurance. (If you receive emergency or urgent care from an out-of-network provider or when you are outside of our service area, our plan will pay for these services.) It is important that you keep your red, white, and blue Medicare card with you for when you receive services paid for under Original Medicare.

Section 3.2 The Provider Directory: Your guide to all providers in our network

The **Provider Directory** lists our network providers.

What are "network providers"?

Network providers are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost-sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan. However, members of our plan may also get services from out-of-network providers. If you get care from out-of-network providers, you will pay the cost-sharing amounts under Original Medicare.

If you don't have your copy of the **Provider Directory**, you can request a copy from Member Services (phone numbers are printed on the back cover of this booklet). You may ask Member Services for more information about our network providers, including their qualifications. You can view or download the **Provider Directory** at kp.org/directory. Both Member Services and our website can give you the most up-to-date information about our network providers.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

SECTION 4. Your monthly premium for our plan

Section 4.1 How much is your plan premium?

As a member of our plan, you pay a monthly plan premium. The table below shows the monthly plan premium amount for each plan we are offering in the service area. In addition, you must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Medicare Plus plan name	Monthly plan premium
High Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.	\$85
Standard Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.	\$15
Basic Option This plan applies to members who have Medicare Parts A and B and are enrolled in this plan.	\$0
Basic Part B Only Option This plan applies to members who have Medicare Part B and are enrolled in this plan.	\$373

Many members are required to pay other Medicare premiums

In addition to paying the monthly plan premium, many members are required to pay other Medicare premiums. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. And most plan members pay a premium for Medicare Part B. You must continue paying your Medicare Part B premium to remain a member of our plan.

Your copy of **Medicare & You** 2016 gives you information about Medicare premiums in the section called "2016 Medicare Costs." This explains how the Medicare Part B premium differs for people with different incomes. Everyone with Medicare receives a copy of **Medicare & You** each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of **Medicare & You** 2016 from the Medicare website (<http://www.medicare.gov>) or you can order a printed copy by phone at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users call **1-877-486-2048**.

Section 4.2 There are several ways you can pay your plan premium

There are three ways you can pay your plan premium. You will pay by check (Option 1) unless you tell us that you want your premium automatically deducted from your bank (Option 2) or your Social Security check (Option 3). To sign up for Option 2 or 3, or to change your selection at any time, please call Member Services and tell us which option you want.

If you decide to change the way you pay your premium, it can take up to three months for your new payment method to take effect. While we are processing your request for a new payment method, you are responsible for making sure that your plan premium is paid on time.

Option 1: You can pay by check or money order

You may send your monthly plan premium directly to us. We must receive your check made payable to "**Kaiser Permanente**" on or before the first of the coverage month at the following address:

Kaiser Permanente
Membership Accounting Department
PO Box 64199
Baltimore, MD 21264-4199

Note: You cannot pay in person.

Option 2: You can sign up for electronic funds transfer (EFT)

Instead of paying by check, you can have your monthly plan premium automatically withdrawn from your bank account. Please call Member Services to learn how to start or stop automatic payments of your plan premium and other details about this option, such as when your monthly withdrawal will occur. You can also make a payment using a credit card over the phone by calling our Membership Administration Department at **800-777-7902**, 8:00 a.m. to 4:30 p.m., Monday through Friday.

Option 3: You can have our plan premium taken out of your monthly Social Security check

You can have our plan premium taken out of your monthly Social Security check. Contact Member Services for more information about how to pay your monthly plan premium this way. We will be happy to help you set this up. Phone numbers for Member Services are printed on the back cover of this booklet.

What to do if you are having trouble paying your plan premium

Your plan premium is due in our office by the first day of the coverage month. If we have not received your premium payment by the 10th day of the coverage month, we will send you a notice telling you that your plan membership will end if we do not receive your premium payment within 90 days.

If you are having trouble paying your plan premium on time, please contact Member Services to see if we can direct you to programs that will help with your plan premium. Phone numbers for Member Services are printed on the back cover of this booklet.

If we end your membership because you did not pay your premium, you will have health coverage under Original Medicare.

At the time we end your membership, you may still owe us for premiums you have not paid. We have the right to pursue collection of the premiums you owe.

If you think we have wrongfully ended your membership, you have a right to ask us to reconsider this decision by making a complaint. Chapter 7, Section 9, in this booklet tells you how to make a complaint. If you had an emergency circumstance that was out of your control and it caused you to not be able to pay your premiums within our grace period, you can ask Medicare to reconsider this decision by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 4.3 Can we change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for our plan's monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.

SECTION 5. Please keep your plan membership record up-to-date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage, including your Primary Care Provider.

The doctors, hospitals, and other providers in our network need to have correct information about you. These network providers use your membership record to know what services are covered and the cost-sharing amounts for you. Because of this, it is very important that you help us keep your information up-to-date.

Let us know about these changes:

- Changes to your name, your address, or your phone number.
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid).
- If you have any liability claims, such as claims from an automobile accident.
- If you have been admitted to a nursing home.
- If you receive care in an out-of-area or out-of-network hospital or emergency room.
- If your designated responsible party (such as a caregiver) changes.
- If you are participating in a clinical research study.

If any of this information changes, please let us know by calling Member Services (phone numbers are printed on the back cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 6. We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 6, Section 1.4, of this booklet.

SECTION 7. How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the "primary payer" and pays up to the limits of its coverage. The one that pays second, called the "secondary payer," only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends upon your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - ◆ If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.
 - ◆ If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
 - ◆ If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance).
- Liability (including automobile insurance).
- Black lung benefits.
- Workers' compensation.

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2. Important phone numbers and resources

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan).....	12
SECTION 2. Medicare (how to get help and information directly from the federal Medicare program).....	14
SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare).....	15
SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)	17
SECTION 5. Social Security	17
SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources).....	18
SECTION 7. How to contact the Railroad Retirement Board	20
SECTION 8. Do you have "group insurance" or other health insurance from an employer?	20

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)

How to contact our plan's Member Services

For assistance with claims, billing, or membership card questions, please call or write to Medicare Plus Member Services. We will be happy to help you.

Method	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. An appeal is a formal way of asking us to review and change a coverage decision we have made. You can make a complaint about us or one of our network providers, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes.

For more information about asking for a coverage decision or making an appeal or a complaint about your medical care, see Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." You may call us if you have questions about our coverage decision process.

Method	Coverage decisions, appeals, or complaints for medical care – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org
MEDICARE WEBSITE	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare, go to <u>www.medicare.gov/MedicareComplaintForm/home.aspx</u> .

Where to send a request asking us to pay for our share of the cost for medical care you have received

For more information about situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 5, "Asking us to pay our share of a bill you have received for covered medical services."

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," for more information.

Method	Payment requests – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Method	Payment requests – contact information
	2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called "CMS"). This agency contracts with Medicare Advantage and Medicare Cost Plan organizations, including our plan.

Method	Medicare – contact information
CALL	1-800-MEDICARE or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<u>http://www.medicare.gov</u> This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state. The Medicare website also has detailed information about your Medicare eligibility and enrollment options, with the following tools: <ul style="list-style-type: none">• Medicare Eligibility Tool: Provides Medicare eligibility status information.• Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and

Method	Medicare – contact information
	<p>Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans.</p> <p>You can also use the website to tell Medicare about any complaints you have about our plan:</p> <ul style="list-style-type: none">• Tell Medicare about your complaint: You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. <p>If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called **Health Insurance Counseling Project**.
- In Maryland, the SHIP is called **Maryland Department of Aging**.
- In Virginia, the SHIP is called **Virginia Insurance Counseling and Assistance Program**.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

Method	Health Insurance Counseling Project (District of Columbia's SHIP) – contact information
CALL	202-994-6272
TTY	202-994-6656 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	2136 Pennsylvania Avenue, N.W., Washington, DC 20052
WEBSITE	www.law.gwu.edu/academics/el/clinics/insurance/

Method	Maryland Department of Aging – contact information
CALL	410-767-1100 or toll free 1-800-243-3425
TTY	711
WRITE	301 West Preston St., Suite 1007, Baltimore, MD 21201
WEBSITE	mdoa.state.md.us/

Method	Virginia Insurance Counseling and Assistance Program – contact information
CALL	804-662-9333 or toll free 1-800-552-3402
TTY	711
WRITE	1610 Forest Avenue, Suite 100, Henrico, VA 23229
WEBSITE	vda.virginia.gov

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For District of Columbia, Maryland, and Virginia, the Quality Improvement Organization is called KEPRO.

KEPRO has a group of doctors and other health care professionals who are paid by the federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KEPRO is an independent organization. It is not connected with our plan.

You should contact KEPRO in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

Method	KEPRO (District of Columbia's, Maryland's, and Virginia's QIO) – contact information
CALL	1-844-455-8708
TTY	1-855-843-4776 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609
WEBSITE	www.keproqio.com

SECTION 5. Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – contact information
CALL	1-800-772-1213 Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday. You can use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday.
WEBSITE	http://www.ssa.gov

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, coinsurance, and copayments). Some people with QMB are also eligible for full Medicaid benefits (QMB+).
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).
- **Qualified Individual (QI):** Helps pay Part B premiums.
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact the Medicaid agency for your state listed below.

Method	Department of Healthcare Finance (District of Columbia's Medicaid program) – contact information
CALL	202-442-5988
TTY	711
WRITE	441 4th Street NW, 900S, Washington, DC 20001
WEBSITE	dhcf.dc.gov

Method	Maryland Medical Assistance Program/HealthChoice – contact information
CALL	410-767-5800 or toll free 1-800-492-5231
TTY	1-800-735-2258 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	dhmf.state.md.us/mma/healthchoice/index.html

Method	Virginia Department of Medical Assistance Services – contact information
CALL	804-786-6145 or toll free 1-800-643-2273
TTY	711
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	dmasva.dmas.virginia.gov

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

SECTION 7. How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – contact information
CALL	1-877-772-5772 Calls to this number are free. Available 9:00 a.m. to 3:30 p.m., Monday through Friday. If you have a touch-tone telephone, recorded information and automated services are available 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are not free.
WEBSITE	http://www.rrb.gov

SECTION 8. Do you have "group insurance" or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Member Services if you have any questions. You can ask about your (or your spouse's) employer or retiree health benefits, premiums, or the enrollment period. Phone numbers for Member Services are printed on the back cover of this booklet. You may also call **1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048)** with questions related to your Medicare coverage under this plan.

CHAPTER 3. Using our plan's coverage for your medical services

SECTION 1. Things to know about getting your medical care covered as a member of our plan 22

Section 1.1 What are "network providers" and "covered services"?..... 22

Section 1.2 Basic rules for getting your medical care covered by our plan 22

SECTION 2. Use providers in our network to get your medical care..... 23

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care 23

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP? 24

Section 2.3 How to get care from specialists and other network providers 25

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster 27

Section 3.1 Getting care if you have a medical emergency 27

Section 3.2 Getting care when you have an urgent need for services 28

Section 3.3 Getting care during a disaster 29

SECTION 4. What if you are billed directly for the full cost of your covered services? 29

Section 4.1 You can ask us to pay our share of the cost for covered services 29

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost 29

SECTION 5. How are your medical services covered when you are in a "clinical research study"?..... 30

Section 5.1 What is a "clinical research study"? 30

Section 5.2 When you participate in a clinical research study, who pays for what? 31

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution" 31

Section 6.1 What is a religious nonmedical health care institution?..... 31

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan? 32

SECTION 7. Rules for ownership of durable medical equipment 32

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan? 32

SECTION 1. Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using our plan to get your medical care covered. It gives you definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by our plan.

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the Medical Benefits Chart in the next chapter, Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

Section 1.1 What are "network providers" and "covered services"?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **"Providers"** are doctors and other health care professionals licensed by the state to provide medical services and care. The term "providers" also includes hospitals and other health care facilities.
- **"Network providers"** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan.
- **"Covered services"** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the Medical Benefits Chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care covered by our plan

As a Medicare health plan, our plan must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

We will generally cover your medical care as long as:

- **The care you receive is included in our plan's Medical Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- **You generally must receive your care from a network provider for our plan to cover the services.**
 - ♦ If we do not cover services you receive from an out-of-network provider, the services will be covered by Original Medicare if they are Medicare-covered services. Except for emergency or urgently needed services, if you get services covered by Original Medicare

from an out-of-network provider then you must pay Original Medicare's cost-sharing amounts. For information on Original Medicare's cost-sharing amounts, call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- ◆ You should get supplemental benefits from a network provider. If you get covered supplemental benefits, such as dental care, from an out-of-network provider, then you must pay the entire cost of the service.
- ◆ If an out-of-network provider sends you a bill that you think we should pay, please contact Member Services (phone numbers are printed on the back cover of this booklet). Generally, it is best to ask an out-of-network provider to bill Original Medicare first, and then to bill us for the remaining amount. We may require the out-of-network provider to bill Original Medicare. We will then pay any applicable Medicare coinsurance and deductibles minus your copayments on your behalf.
- **You have a network primary care provider** (a PCP) who is providing and overseeing your care. As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - ◆ In most situations, your network PCP must give you approval in advance before you can use other providers in our plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a "referral" (for more information about this, see Section 2.3 in this chapter).
 - ◆ Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 in this chapter).

SECTION 2. Use providers in our network to get your medical care

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a "PCP" and what does the PCP do for you?

As a member, you must choose a network provider to be your primary care provider. Your primary care provider is a physician in family medicine, adult medicine, general practice, or obstetrics/gynecology who meets state requirements and is trained to give you primary medical care.

Your PCP will provide most of your health care and will arrange or coordinate your covered care with other Medical Group physicians and other providers. If you need certain types of covered services or supplies, you must get approval in advance from your PCP. For specialty care and other services, your PCP will need to get prior authorization (prior approval) from us as described in Section 2.3 in this chapter.

You are free to get care from other Medical Group PCPs if your PCP is not available, and at any Kaiser Permanente medical office.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

How do you choose your PCP?

You may select a primary care plan physician from any of our available plan physicians who practice in these specialties: internal medicine, family medicine, and pediatrics. Also, women can select any available primary care plan physician from obstetrics/gynecology. Your PCP must be a Medical Group physician, unless we designate otherwise. If you do not select a PCP, then one will be selected for you from the available Medical Group physicians.

When you make a selection, it is effective immediately. To learn how to select a primary care plan physician, please call Member Services. You can also make your selection at **kp.org**. If there is a particular plan specialist or hospital that you want to use, check first to be sure your PCP makes referrals to that specialist, or uses that hospital.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our network of providers and you would have to find a new PCP.

To change your PCP, call Member Services. When you call, be sure to tell Member Services if you are seeing specialists or getting other covered services that need your PCP's approval (such as home health services and durable medical equipment). Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will tell you when the change to your new PCP will take effect. Generally, changes are effective the first of the month following the date when we receive your request.

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP?

You can get the services listed below without getting approval in advance from your PCP:

- Routine women's health care, which includes breast exams, screening mammograms (X-rays of the breast), Pap tests, and pelvic exams, as long as you get them from a network provider.
- Flu shots and Hepatitis B vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed services from network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, for example, when you are temporarily outside of our service area.
- If you visit the service area of another Kaiser Permanente region or Group Health Cooperative (GHC), you can receive certain care from designated providers in that service area. Please call Member Services for more information about getting care when visiting another Kaiser Permanente region's service area or the GHC service area, including coverage information and facility locations in parts of California, Colorado, Georgia, Hawaii, Idaho, Oregon, and Washington.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

Referrals from your PCP

You will usually see your PCP first for most of your routine health care needs. There are only a few types of covered services you may get on your own, without getting approval from your PCP first, which are described in Section 2.2. Also, your PCP will need to request authorization from our plan for referrals to specialists.

- If you are seeing a non-plan specialist when you enroll in our plan, you will be required in most instances to switch to a plan specialist. If your current specialist is not a plan specialist and you wish to continue to receive services from that non-plan specialist, you may continue to do so under your Original Medicare benefits, if he/she participates in the Medicare program. In that instance, you will be required to pay Original Medicare cost-sharing because the services will not be covered by our plan.

Prior authorization

For the services and items listed below and in Chapter 4, Sections 2.1 and 2.2, your PCP will need to get approval in advance from our plan or Medical Group (this is called getting "prior authorization"). Decisions regarding requests for authorization will be made only by licensed physicians or other appropriately licensed medical professionals. If you get these services and items without prior authorization by our plan or Medical Group, the care will not be covered by our plan and you will have to pay Original Medicare's out-of-pocket amounts for the care.

- **Inpatient care.** For nonemergency admissions, the Medical Group and our plan will coordinate your care and determine which hospital you will be admitted. Your PCP or specialist must receive prior authorization from us for nonemergency admissions, including admissions to behavioral health, skilled nursing facilities, or other inpatient settings. We will determine the most appropriate facility for care. Depending upon your medical needs, we may transfer you from one network hospital or other inpatient setting, to another network hospital where Medical Group physicians are always on duty. In addition, we may transfer you from one network skilled nursing facility to another where Medical Group physicians make rounds and are available for urgent care.
- Medically necessary transgender surgery and associated procedures.
- **Network specialty care.** When your PCP believes that you need specialty care, he or she will request authorization from us. If specialty care is medically necessary, we will send you a written referral and authorize an initial consultation and/or a specified number of visits. After your initial consultation with the network specialist, you must then return to your PCP unless we have authorized more visits as specified in the written referral that we gave you.

Don't return to the network specialist after your initial consultation visit unless we have authorized additional visits in your referral. Otherwise, the services will not be covered and you will be responsible for paying Original Medicare cost-sharing and out-of-pocket expenses, instead of our plan's cost-sharing amounts. Here are some other things you should know about obtaining specialty care:

- ◆ If you need to see a network specialist frequently because you have been diagnosed with a condition or disease that requires ongoing specialized care, your PCP and your attending network specialist may develop a treatment plan that allows you to see the network specialist without additional referrals. Your PCP must contact us and your network specialist must use our criteria when creating your treatment plan, and the network specialist will need to get authorization before starting any treatment.
- **Out-of-network specialty care.** If your PCP decides that you require covered services not available from network providers, he or she will recommend to the Medical Group that you be referred to an out-of-network provider inside or outside our service area. The appropriate Medical Group designee will authorize the services if he or she determines that the covered services are medically necessary and are not available from a network provider. Referrals to out-of-network physicians will be for a specific treatment plan, which may include a standing referral if ongoing care is prescribed. Please ask your network physician what services have been authorized. If the out-of-network specialist wants you to come back for more care, be sure to check if the referral covers more visits to the specialist. If it doesn't, please contact your PCP.
- After we are notified that you need **post-stabilization care** from an out-of-network provider following emergency care, we will discuss your condition with the out-of-network provider. If we decide that you require post-stabilization care and that this care would be covered if you received it from a network provider, we will authorize your care from the out-of-network provider only if we cannot arrange to have a network provider (or other designated provider) provide the care. Please see Section 3.1 in this chapter for more information.

What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.

- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us at **1-888-777-5536 (TTY 711)** so we can assist you in finding a new provider and managing your care.

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster

Section 3.1 Getting care if you have a medical emergency

What is a "medical emergency" and what should you do if you have one?

A "medical emergency" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call **911** for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. The number to call is listed on the back of your membership card.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. High Option and Standard Option plan members, may get covered emergency medical care (including ambulance) when you need it anywhere in the world (claim forms required). For more information, see the Medical Benefits Chart in Chapter 4 of this booklet.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be either covered by our plan or Original Medicare. If your emergency care is provided by out-of-network providers, we will try to arrange for network

providers to take over your care as soon as your medical condition and the circumstances allow and we may choose to move you to a hospital where Medical Group physicians are always on duty. Our plan will cover your post-stabilization care if the services are provided by network providers, authorized by our plan, or the care is covered out-of-area urgent care. Otherwise, your post-stabilization care will be covered by Original Medicare and you will have to pay Original Medicare cost-sharing for post-stabilization care.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care—thinking that your health is in serious danger—and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, we will cover your care as long as you reasonably thought your health was in serious danger.

However, after the doctor has said that it was not an emergency, we will cover additional care only if you go to a network provider to get the additional care. If you get additional care from an out-of-network provider after the doctor says it was not an emergency, you will normally have to pay Original Medicare's cost-sharing.

Section 3.2 Getting care when you have an urgent need for services

What are "urgently needed services"?

"Urgently needed services" are a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers, or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are in our service area when you have an urgent need for care?

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible, and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

We know that sometimes it's difficult to know what type of care you need. That's why we have telephone advice nurses available to assist you. Our advice nurses are registered nurses specially trained to help assess medical symptoms and provide advice over the phone, when medically appropriate. Whether you are calling for advice or to make an appointment, you can speak to an advice nurse. They can often answer questions about a minor concern, tell you what to do if a network facility is closed, or advise you about what to do next, including making a same-day urgent care appointment for you if it's medically appropriate.

To speak with an advice nurse or make an appointment, please refer to your **Provider Directory** for appointment and advice telephone numbers.

What if you are outside our service area when you have an urgent need for care?

When you are outside the service area and cannot get care from a network provider, we will cover urgently needed services that you get from any provider. The High Option and Standard

Option plans cover urgently needed services anywhere in the world. For both Basic plans, coverage is limited to the United States and its territories.

Section 3.3 Getting care during a disaster

If the governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from us.

Please visit the following website—kp.org—for information on how to obtain needed care during a disaster.

Generally, during a disaster, we will allow you to obtain care from out-of-network providers at in-network cost-sharing.

SECTION 4. What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay our share of the cost for covered services

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 5, "Asking us to pay our share of a bill you have received for covered medical services," for information about what to do.

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost

Our plan covers all medical services that are medically necessary, listed in the Medical Benefits Chart (this chart is in Chapter 4 of this booklet), and obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by Original Medicare or are not covered by our plan. Also you will be responsible for payment if you obtain a plan service that was, obtained out-of-network and was not authorized. You have the right to seek care from any provider that is qualified to treat Medicare members. However, Original Medicare pays your claims and you must pay your cost-sharing.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has more information about what to do if you want a coverage decision from us or want to appeal a decision we have already made. You may also call Member Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service, unless the plan offers, as a covered supplemental benefit, coverage beyond Original Medicare's limits. Any amounts you pay after the benefit has been exhausted will not count toward the out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

SECTION 5. How are your medical services covered when you are in a "clinical research study"?

Section 5.1 What is a "clinical research study"?

A clinical research study (also called a "clinical trial") is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has not approved, you will be responsible for paying all costs for your participation in the study.

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study and you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do not need to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do not need to be part of our plan's network of providers.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

Here is why you need to tell us:

- We can let you know whether the clinical research study is Medicare-approved.
- We can tell you what services you will get from clinical research study providers instead of from our plan.

If you plan on participating in a clinical research study, contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 5.2 When you participate in a clinical research study, who pays for what?

Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

Original Medicare pays most of the cost of the covered services you receive as part of the study.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will not pay for the new item or service that the study is testing, unless Medicare would cover the item or service even if you were not in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

Do you want to know more?

You can get more information about joining a clinical research study by reading the publication "Medicare and Clinical Research Studies" on the Medicare website (<http://www.medicare.gov>). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution"

Section 6.1 What is a religious nonmedical health care institution?

A religious nonmedical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility care. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious nonmedical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (nonmedical health care services). Medicare will only pay for nonmedical health care services provided by religious nonmedical health care institutions.

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan?

To get care from a religious nonmedical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is "non-excepted."

- "Non-excepted" medical care or treatment is any medical care or treatment that is voluntary and not required by any federal, state, or local law.
- "Excepted" medical treatment is medical care or treatment that you get that is not voluntary or is required under federal, state, or local law.

To be covered by our plan, the care you get from a religious nonmedical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to nonreligious aspects of care.
- If you get services from this institution that are provided to you in your home, we will cover these services only if your condition would ordinarily meet the conditions for coverage of services given by home health agencies that are not religious nonmedical health care institutions.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
 - ◆ You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
 - ◆ – *and* – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

Note: Covered services are subject to the same limitations and cost-sharing required for services provided by network providers as described in Chapters 4 and 10.

SECTION 7. Rules for ownership of durable medical equipment

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment includes items such as oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a provider for use in the home. Certain items, such as prosthetics, are always owned by the member. In this section, we discuss other types of durable medical equipment that must be rented.

In Original Medicare, people who rent certain types of durable medical equipment own the equipment after paying copayments for the item for 13 months. As a member of our plan, however, you usually will not acquire ownership of rented durable medical equipment items no matter how many copayments you make for the item while a member of our plan. Under certain

limited circumstances we will transfer ownership of the durable medical equipment item. Call Member Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

What happens to payments you have made for durable medical equipment if you switch to Original Medicare?

If you switch to Original Medicare after being a member of our plan and you did not acquire ownership of the durable medical equipment item while in our plan, you will have to make 13 new consecutive payments for the item while in Original Medicare in order to acquire ownership of the item. Your previous payments while in our plan do not count toward these 13 consecutive payments.

If you made payments for the durable medical equipment item under Original Medicare before you joined our plan, these previous Original Medicare payments also do not count toward the 13 consecutive payments. You will have to make 13 consecutive payments for the item under Original Medicare in order to acquire ownership. There are no exceptions to this case when you return to Original Medicare.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay)

SECTION 1. Understanding your out-of-pocket costs for covered services 35

- Section 1.1 Types of out-of-pocket costs you may pay for your covered services 35
- Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?..... 35
- Section 1.3 Our plan does not allow providers to "balance bill" you 36

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay 37

- Section 2.1 Your medical benefits and costs as a member of our plan..... 37

SECTION 3. What services are not covered by our plan? 85

- Section 3.1 Services we do *not* cover (exclusions) 85

SECTION 1. Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. It includes a Medical Benefits Chart that lists your covered services and shows how much you will pay for each covered service as a member of our plan. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services. In addition, please see Chapters 3, 9, and 10 for additional coverage information, including limitations (for example, coordination of benefits, durable medical equipment, home health care, skilled nursing facility care, and third party liability).

Also, be sure to read the Amendment titled "What You Need to Know – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices" for more information about your additional coverage.

Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- A "**copayment**" is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your copayments.)
- "**Coinsurance**" is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service, unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your coinsurance.)

Some people qualify for state Medicaid programs to help them pay their out-of-pocket costs for Medicare. These "Medicare Savings Programs" include the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), and Qualified Disabled & Working Individuals (QDWI) programs. If you are enrolled in one of these programs, you may still have to pay a copayment for the service, depending upon the rules in your state.

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?

There is a limit to how much you have to pay out-of-pocket each year for in-network medical services that are covered under Medicare Part A and Part B (see the Medical Benefits Chart in Section 2 below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of our plan, the most you will have to pay out-of-pocket for in-network covered Part A and Part B services in 2016 is **\$3,400** for High Option plan members, **\$5,500** for Standard Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members. The amounts you pay for copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premiums do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk (*) in the Medical Benefits Chart.

If you reach the maximum out-of-pocket amount of **\$3,400** for High Option plan members, **\$5,500** for Standard Option plan members, and **\$6,700** for Basic Option or Basic Part B Only Option plan members, you will not have to pay any out-of-pocket costs for the rest of the year for in-network covered Part A and Part B services. However, you must continue to pay your plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 1.3 Our plan does not allow providers to "balance bill" you

As a member of our plan, an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don't pay certain provider charges. Here is how this protection works:

- If your cost-sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost-sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends upon which type of provider you see:
 - ◆ If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate (as determined in the contract between the provider and our plan).
 - ◆ If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
 - ◆ If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for nonparticipating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
- If you believe a provider has "balance billed" you, call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of our plan

The Medical Benefits Chart on the following pages lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare-covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) must be medically necessary. "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered by our plan. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
 - ◆ If you get Medicare-covered services from an out-of-network provider and we do not cover the services, Original Medicare will cover the services. For any services covered by Original Medicare instead of our plan, you must pay Original Medicare's cost-sharing amounts.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in our plan's network. This is called giving you a "referral." Chapter 3 provides more information about getting a referral and the situations when you do not need a referral.
- Some of the services listed in the Medical Benefits Chart are covered only if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from us. Covered services that need approval in advance are marked in the Medical Benefits Chart with a footnote (†). In addition, see Section 2.2 in this chapter and Chapter 3, Section 2.3, for more information about prior authorization, including other services that require prior authorization that are not listed in the Medical Benefits Chart.

Other important things to know about our coverage:

- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay more in our plan than you would in Original Medicare. For others, you pay less. (If you want to know more about the coverage and costs of Original Medicare, look in your **Medicare & You** 2016 handbook. View it online at <http://www.medicare.gov> or ask for a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.)

- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.

Sometimes Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2016, either Medicare or our plan will cover those services.

 You will see this apple next to the preventive services in the Medical Benefits Chart.

Note: The Medical Benefits Chart below describes the medical benefits of the following Kaiser Permanente Medicare Plus plans:

- **High Option.**
- **Standard Option.**
- **Basic Option.**
- **Basic Part B Only Option.**

If you are not certain which plan you are enrolled in, please call Member Services or refer to the cover of the **Annual Notice of Changes** (or for new members, your enrollment form or enrollment confirmation letter).

Medical Benefits Chart

Services that are covered for you	What you must pay when you get these services
<p> Abdominal aortic aneurysm screening</p> <p>A one-time screening ultrasound for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for this preventive screening.</p>
<p>Ambulance services</p> <ul style="list-style-type: none"> • Covered ambulance services include fixed wing, rotary wing, and ground ambulance services to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by our plan. • †Nonemergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. 	<p>You pay the following per one-way trip, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$375 for Basic Option or Basic Part B Only Option plan members.
<p> Annual routine physical exams for High Option and Standard Option plans</p> <p>Routine physical exams are covered if the exam is medically appropriate preventive care in accord with generally accepted professional standards of practice. This exam is covered once every 12 months.</p> <ul style="list-style-type: none"> • Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>There is no coinsurance, copayment, or deductible for this preventive care for High Option or Standard Option plan members.</p>
<p> Annual wellness visit</p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Note: Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a "Welcome to Medicare" visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>	
<p> Bone mass measurement†</p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
<p> Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39. • One screening mammogram every 12 months for women age 40 and older. • Clinical breast exams once every 24 months. 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p>Cardiac rehabilitation services†</p> <p>Comprehensive programs for cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's referral. Our plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p> <p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease.</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating well.</p>	
<p> Cardiovascular disease testing†</p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every five years (60 months).</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years.</p>
<p> Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical cancer or have had an abnormal Pap test and are of childbearing age: one Pap test every 12 months. 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>
<p>Chiropractic services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • We cover only manual manipulation of the spine to correct subluxation. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<p> Colorectal cancer screening</p> <ul style="list-style-type: none"> • For people 50 and older, the following are covered: <ul style="list-style-type: none"> ◆ Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months. ◆ Fecal occult blood test, every 12 months. • For people at high risk of colorectal cancer, we cover a screening colonoscopy (or screening barium enema as an alternative) every 24 months. • For people not at high risk of colorectal cancer, we cover a screening colonoscopy every 10 years (120 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>months), but not within 48 months of a screening sigmoidoscopy.</p>	
<p>Dental services for High and Standard plans*†</p> <ul style="list-style-type: none"> In general, preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are not covered by Original Medicare. However, for High Option or Standard Option plan members, we cover preventive and comprehensive dental care when provided by a participating dental provider as described at the end of this chart under "Dental benefits and fee schedule for High Option or Standard Option plan members" (please refer to that section for details about preventive and comprehensive dental coverage). Not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Refer to "Dental benefits and fee schedule" at the end of the Medical Benefits Chart for cost-sharing information for High Option or Standard Option plan members.</p>
<ul style="list-style-type: none"> Accidental dental services: Prompt repair, but not replacement, of sound natural teeth within one year of the accident, when services begin within 60 days of the injury. Note: Injuries incurred while eating or chewing are not covered. <p>Limitations:</p> <ul style="list-style-type: none"> For Maryland or D.C. residents, Health Plan pays up to a \$2,000 maximum benefit per accident (this limit does not apply to residents of Virginia). Services must be provided by a plan provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> \$20 for High Option plan members. \$40 for Standard Option plan members. \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Depression screening</p> <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>
<p> Diabetes screening</p> <p>We cover this screening (includes fasting glucose tests) if you have any of the following risk factors: high blood pressure (hypertension), history of abnormal cholesterol and triglyceride levels (dyslipidemia), obesity, or a history</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered diabetes screening tests.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>most recent list of suppliers is available on our website at kp.org.</p> <p>You may also obtain any medically necessary durable medical equipment from any supplier that contracts with fee-for-service Medicare (Original Medicare). However, if our plan does not contract with this supplier, you will have to pay the cost-sharing under fee-for-service Medicare.</p>	
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <ul style="list-style-type: none"> • High Option and Standard Option plan members have worldwide emergency care coverage. • Basic Option and Basic Part B Only Option plan members have coverage while inside the United States and its territories. 	<p>\$75 per Emergency Department visit.</p> <p>This copayment does not apply if you are admitted directly to the hospital as an inpatient within 48 hours (it does apply if you are admitted as anything other than an inpatient; for example, it does apply if you are admitted for observation).</p> <p>†If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by our plan and your cost is the cost-sharing you would pay at a network hospital.</p>
<ul style="list-style-type: none"> • For High Option and Standard Option plan members, outpatient prescription drugs prescribed and provided outside the United States as part of covered emergency care are covered. 	<ul style="list-style-type: none"> • For High Option or Standard Option plan members, you pay the following for outpatient prescription drugs up to a 30-day supply: <ul style="list-style-type: none"> ◆ Generic drug: \$33. ◆ Brand-name drug: \$95. • Not covered for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p> Health and wellness education programs for High and Standard plans</p> <p>These are programs focused on clinical health conditions such as hypertension, cholesterol, asthma, and special diets. Programs are designed to enrich the health and lifestyles of members include weight management, fitness, and stress management classes at Kaiser Permanente medical centers. They include online recipes, information on a variety of health topics, a health encyclopedia, a drug encyclopedia, online health calculators which help members check their progress to better health, walking, and weight control programs. We offer healthy living seminars conducted by health care professionals, physical activity programs, and health fair activities including preventive care screenings and services that involve working with Kaiser Permanente representatives to complete and review total health assessments. Access to this information as well as online sign-up for classes available in your area can be found at kp.org/myhealth after selecting your region.</p>	<ul style="list-style-type: none"> • No charge for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Part B Only Option plan members.
<p>Hearing services†</p> <ul style="list-style-type: none"> • Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> HIV screening</p> <ul style="list-style-type: none"> • For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover one screening exam every 12 months. • For women who are pregnant, we cover up to three screening exams during a pregnancy. 	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered preventive HIV screening.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Home health agency care†</p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none">• Part-time or intermittent skilled nursing and home health aide services. To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week.• Physical therapy, occupational therapy, and speech therapy.• Medical and social services.• Medical equipment and supplies.	<p>No charge.</p> <p>Note: There is no cost -sharing for home health care services and items provided in accord with Medicare guidelines. However, the applicable cost-sharing listed elsewhere in this Medical Benefits Chart will apply if the item is covered under a different benefit; for example, durable medical equipment not provided by a home health agency.</p>
<p>Hospice care for members with Medicare Parts A and B</p> <p>You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have six months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none">• Drugs for symptom control and pain relief.• Short-term respite care.• Home care. <p>*For hospice services and services that are covered by Medicare Part A or B and are related to your terminal prognosis: Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.</p>	<p>When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not our plan.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need nonemergency, non–urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network:</p> <ul style="list-style-type: none"> • If you obtain the covered services from a network provider, you only pay the plan cost-sharing amount for in-network services. • *If you obtain the covered services from an out-of-network provider, you pay the cost-sharing under Fee-for-Service Medicare (Original Medicare). <p>Note: If you need nonhospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services. Getting your nonhospice care through our network providers will lower your share of the costs for the services.</p>	
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$35 for Basic Option plan members.
<p>Hospice care for members with Medicare Part B only (Basic Part B Only plan)</p> <ul style="list-style-type: none"> • Our plan, rather than Original Medicare, covers hospice care for members who do not have Medicare Part A. Members must receive hospice services from network providers. 	<p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<ul style="list-style-type: none"> • \$35 per visit.
<p> Immunizations</p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> • Pneumonia vaccine. • Flu shots, once a year in the fall or winter. • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B. • Other vaccines if you are at risk and they meet Medicare Part B coverage rules. <hr/> <p>In addition, we cover the following routine immunization endorsed by the Centers for Disease Control and Prevention (CDC) that is not covered by Medicare Part B:</p> <ul style="list-style-type: none"> • Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under childhood immunizations). 	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines.</p> <p>No charge.</p>
<p>Infertility services for High Option and Standard Option plan members †</p> <p>Medically necessary services only.</p> <ul style="list-style-type: none"> • Infertility services are not covered for Basic Option or Basic Part B Only Option plan members. 	<p>Inpatient You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members. • \$675 for Standard Option plan members. <p>Outpatient surgery You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<p>Office visits You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. <p>Related prescription drugs:</p> <ul style="list-style-type: none"> • 50% coinsurance.
<p>Inpatient hospital care† Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>For High Option or Standard Option plan members, there is no limit to the number of medically necessary hospital days or services that are generally and customarily provided by acute care general hospitals.</p> <p>For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Regular nursing services. • Costs of special care units (such as intensive care or coronary care units). • Drugs and medications. • Lab tests. • X-rays and other radiology services. • Necessary surgical and medical supplies. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>†If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Use of appliances, such as wheelchairs. • Operating and recovery room costs. • Physical, occupational, and speech language therapy. • Inpatient substance abuse services for medical management of withdrawal symptoms associated with substance abuse (detoxification). • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are at a distant location, you may choose to go locally or distant as long as the local transplant providers are willing to accept the Original Medicare rate. If we provide transplant services at a distant location (outside of the service area) and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Physician services. 	<p>sharing you would pay at a network hospital.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Note: To be an "inpatient," your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>(1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Inpatient mental health care†</p> <p>Covered services include mental health care services that require a hospital stay.</p> <ul style="list-style-type: none"> • We cover up to 190-days per lifetime for inpatient stays in a Medicare-certified psychiatric hospital. The number of covered lifetime hospitalization days is reduced by the number of inpatient days for mental health treatment previously covered by Medicare in a psychiatric hospital. • The 190-day limit does not apply to mental health stays in a psychiatric unit of a general hospital. • For Basic Option or Basic Part B Only Option plan members, we cover up to 90 days per benefit period. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>
<p>Inpatient services covered during a noncovered inpatient stay†</p> <p>If you have exhausted your inpatient mental health or skilled nursing facility (SNF) benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient or SNF stay. However, in some cases, we will cover certain services you receive while you are in the hospital or SNF.</p> <p>Covered services include, but are not limited to:</p>	<p>You pay the following for covered outpatient services and other items covered under Medicare Part B depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> Physician services. Radium and isotope therapy, including technician materials and services 	<ul style="list-style-type: none"> \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> Physical therapy, speech therapy, and occupational therapy 	<ul style="list-style-type: none"> \$20 per visit for High Option plan members. \$40 per visit for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> Diagnostic tests (like lab tests). X-rays. 	<p>No charge.</p>
<ul style="list-style-type: none"> Surgical dressings. Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices. Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes (including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition). 	<p>20% coinsurance.</p>
<p>Medical foods Coverage is provided for medical foods and modified food products.</p>	<p>25% coinsurance.</p>
<p> Medical nutrition therapy† This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered medical nutrition therapy services.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>We cover three hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare health plan, or Original Medicare), and two hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew his or her referral yearly if your treatment is needed into the next calendar year.</p>	
<p>Medicare Part B prescription drugs</p> <p>These drugs are covered under Part B of Original Medicare. No charge. Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services. • Certain oral anti-cancer drugs and anti-nausea drugs. • Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa). • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug. 	
<ul style="list-style-type: none"> • Drugs you take using durable medical equipment (such as nebulizers) that were authorized by our plan. • Clotting factors you give yourself by injection if you have hemophilia. • Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant. • Antigens. • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases. 	<p>For all other Medicare Part B prescription drugs, you pay the following, depending upon the plan in which you are enrolled and the type of pharmacy and drug:</p> <p>Network pharmacy located at a Kaiser Permanente facility or our mail order pharmacy up to a 30-day supply with preferred cost-sharing</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$15 for High Option or Standard Option plan members. ◆ \$17 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$42 for High Option or Standard Option plan members. ◆ \$45 for Basic Option or Basic Part B Only Option plan members. <p data-bbox="997 926 1485 1031">Network pharmacy (an affiliated pharmacy) up to a 30-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$20 for High Option or Standard Option plan members. ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$47 for High Option or Standard Option plan members. ◆ \$50 for Basic Option or Basic Part B Only Option plan members. <p data-bbox="997 1612 1485 1682">Mail-order pharmacy up to a 90-day supply</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$30 for High Option or Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$34 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$84 for High Option or Standard Option plan members. ◆ \$90 for Basic Option or Basic Part B Only Option plan members. <p style="background-color: #e0e0e0; padding: 2px;">Network pharmacy up to a 90-day supply with preferred cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$45 for High Option or Standard Option plan members. ◆ \$51 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs: <ul style="list-style-type: none"> ◆ \$126 for High Option or Standard Option plan members. ◆ \$135 for Basic Option or Basic Part B Only Option plan members. <p style="background-color: #e0e0e0; padding: 2px;">Network pharmacy up to a 90-day supply with standard cost-sharing</p> <ul style="list-style-type: none"> • Generic drugs: <ul style="list-style-type: none"> ◆ \$60 for High Option or Standard Option plan members. ◆ \$102 for Basic Option or Basic Part B Only Option plan members. • Brand-name drugs:

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> ◆ \$141 for High Option or Standard Option plan members. ◆ \$150 for Basic Option or Basic Part B Only Option plan members.
<p>Morbid obesity[†]</p> <p>We cover diagnosis and treatment of morbid obesity that is recognized by the National Institutes of Health and is consistent with guidelines approved by the National Institutes of Health. BMI means a practical marker that is used to assess the degree of obesity and is calculated by dividing the weight in kilograms divided by height in meters squared.</p> <p>You must be at least 18 years of age or older and have either:</p> <ul style="list-style-type: none"> • A body mass index (BMI) of 50 or greater or • A BMI of 35 up to 49.9 when a combination of the following severe or life threatening conditions are also present: <ul style="list-style-type: none"> ◆ Sleep apnea. ◆ Diabetes. ◆ Degenerative joint disease of weight-bearing joints. ◆ Hypertension. ◆ Congestive heart failure and/or cardiomyopathy. ◆ Other severe or life threatening conditions directly related to obesity, when recommended by your plan provider. <p>Note: You will need to meet the above qualifications before your plan provider will refer you to our bariatric surgery program. This program may refer you to other plan providers to determine if you meet the additional criteria necessary for bariatric surgery, including nutritional, psychological, medical and social readiness for surgery. Final approval for surgical treatment will be required from the plan-designated physician.</p>	<p>Inpatient</p> <p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$250 for High Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$675 for Standard Option plan members (no charge for subsequent covered hospital stays within the same benefit period). • \$1,260 for up to 90 days per benefit period for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Office visits</p> <p>You pay the following, depending upon the plan in which you are enrolled:</p>

[†] Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members.
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies†</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays. • Laboratory tests. • Electrocardiograms and electroencephalograms. • Blood – including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. 	<p>No charge.</p>
<ul style="list-style-type: none"> • Radiation (radium and isotope) therapy, including technician materials and supplies. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$60 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Surgical supplies, such as dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Interventional radiology. • Other outpatient diagnostic tests. <ul style="list-style-type: none"> ◆ Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. 	<p>You pay the following per procedure, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option plan members. • \$100 for Standard Option plan members. • 20% coinsurance for Basic Option or Basic Part B Only plan members.
<p>Outpatient hospital services†</p> <p>We cover medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery. 	<p>Emergency Department</p> <ul style="list-style-type: none"> • \$75 per visit. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • X-rays and other radiology services billed by the hospital. • Laboratory tests billed by the hospital. • Blood transfusion (administration). • Certain drugs and biologicals that you can't give yourself. 	<p>No charge when received as part of the outpatient visit.</p>
<ul style="list-style-type: none"> • Medical supplies such as splints and casts. 	<p>20% coinsurance.</p>
<ul style="list-style-type: none"> • Certain screenings and preventive services. 	<p>No charge for preventive services that are covered at no cost under Original Medicare.</p>
<ul style="list-style-type: none"> • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it. 	<p>You pay the following per day, for partial hospitalization depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members. • \$55 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Dental anesthesia and related hospital or ambulatory facility charges are covered when provided in conjunction with dental care to a member who is: <ul style="list-style-type: none"> ◆ seven years of age or younger or is developmentally disabled; and ◆ an individual for whom a successful result cannot be expected from care provided under local anesthesia because of a physical, intellectual, or other medically compromising condition; and ◆ an individual for whom a superior result can be expected from dental care provided under general anesthesia; or ◆ an extremely uncooperative, fearful, or uncommunicative child who is 17 years of age or younger with dental needs of such magnitude that treatment should not be delayed or deferred; and 	<p>Outpatient surgery</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>Note: If the procedure results in a situation that requires hospitalization and you are admitted as an inpatient, the cost-sharing for inpatient care would also apply</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> ◆ an individual for whom lack of treatment can be expected to result in oral pain, infection, loss of teeth, or other increased oral or dental morbidity; or ◆ an adult age 17 and older when the Member's medical condition (e.g., heart disease, hemophilia) requires that dental service be performed in a hospital or ambulatory surgical center for the safety of the member. 	<p>(see "Inpatient hospital care" section in this Medical Benefits Chart for cost-sharing information).</p>
<p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Outpatient mental health care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws. 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient rehabilitation services†</p> <ul style="list-style-type: none"> • Covered services include: physical therapy, occupational therapy, and speech language therapy. • Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).</p>	<ul style="list-style-type: none"> • \$40 for Standard Option, Basic Option, or Basic Part B Only Option plan members.
<p>Outpatient substance abuse services† Treatment for substance abuse is covered if medically necessary and reasonable for the patient's condition.</p>	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$5 per group therapy visit or \$10 per individual therapy visit for High Option plan members. • \$10 per group therapy visit or \$20 per individual therapy visit for Standard Option plan members. • \$35 per group or individual therapy visit for Basic Option or Basic Part B Only Option plan members.
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers† Note: If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p>Partial hospitalization services† "Partial hospitalization" is a structured program of active psychiatric treatment, provided in a hospital outpatient setting or by a community mental health center that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization. Note: Because there are no community mental health centers in our network, we cover partial hospitalization only in a hospital outpatient setting.</p>	<p>You pay the following per day, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 for High Option plan members. • \$20 for Standard Option plan members.

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • \$55 for Basic Option or Basic Part B Only Option plan members.
<p>Physician/practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location. • †Consultation, diagnosis, and treatment by a specialist. • †Basic hearing and balance exams performed by a PCP or specialist, if your doctor orders it to see if you need medical treatment. • Second opinion by another network provider prior to surgery. • †Nonroutine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician). • †Family planning and consultation services. • Allergy consultations and evaluations†. • †Allergy testing and treatment. • †Allergy injections. • House calls. • Postpartum care. • †Prenatal care. <hr/> <ul style="list-style-type: none"> • Allergy serum. • For High Option and Standard Option plans, interactive video visits for professional services when care can be provided in this format as determined by a plan provider. • For High Option and Standard Option plans, scheduled telephone appointment visits for professional 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members. <p>No charge.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>services when care can be provided in this format as determined by a plan provider.</p> <ul style="list-style-type: none"> ◆ Interactive video and scheduled telephone appointment visits are not covered for Basic Option or Basic Part B Only Option plan members 	
<p>Podiatry services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). • Routine foot care for members with certain medical conditions affecting the lower limbs. 	<p>Office visits</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members. <p>Outpatient surgery</p> <p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$150 for High Option plan members. • \$225 for Standard Option plan members. • \$400 for Basic Option or Basic Part B Only Option plan members.
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam. • Prostate Specific Antigen (PSA) test. 	<p>There is no coinsurance, copayment, or deductible for an annual digital rectal exam or PSA test.</p>
<p>Prosthetic devices and related supplies†</p> <p>Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to:</p>	<ul style="list-style-type: none"> • 20% coinsurance for external prosthetic or orthotic devices and

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery (see "Vision care" later in this section for more detail).</p>	<p>supplies, including wound care supplies.</p> <ul style="list-style-type: none"> • No charge for surgically implanted internal devices.
<p>Pulmonary rehabilitation services</p> <p>Comprehensive programs for pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$50 for Basic Option or Basic Part B Only Option plan members.
<p> Screening and counseling to reduce alcohol misuse</p> <p>We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p> <p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling to prevent STIs preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to two individual 20- to 30-minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>	
<p>Services to treat kidney disease and conditions†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments). • Home dialysis equipment and supplies. • Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply). 	<p>No charge.</p>
<ul style="list-style-type: none"> • Outpatient dialysis treatments. 	<p>You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for High Option or Standard Option, plan members. • \$30 for Basic Option or Basic Part B Only Option plan members.
<ul style="list-style-type: none"> • Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care). 	<p>No additional charge for services received during a hospital stay. Refer to the "Inpatient hospital care" section of this Medical</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B drugs, please go to the section called "Medicare Part B prescription drugs."</p>	<p>Benefits Chart for the cost-sharing applicable to inpatient stays.</p>
<p>Skilled nursing facility (SNF) care† (For a definition of "skilled nursing facility care," see Chapter 10 of this booklet. Skilled nursing facilities are sometimes called "SNFs.")</p> <p>We cover up to 100 days per benefit period of skilled inpatient services in a skilled nursing facility in accord with Medicare guidelines (a prior hospital stay is not required).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Skilled nursing services. • Physical therapy, occupational therapy, and speech therapy. • Drugs administered to you as part of your plan of care (this includes substances that are naturally present in the body, such as blood clotting factors). • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Medical and surgical supplies ordinarily provided by SNFs. • Laboratory tests ordinarily provided by SNFs. • X-rays and other radiology services ordinarily provided by SNFs. 	<p>You pay the following per benefit period, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • No charge for days 1–20 for all plans. • \$110 per day, for days 21–100 for High Option plan members. • \$150 per day, for days 21–100 for Standard Option plan members. • \$160 per day, for days 21–100 for Basic Option or Basic Part B Only Option plan members. <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Use of appliances such as wheelchairs ordinarily provided by SNFs. • Physician/practitioner services. 	
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</p> <p>If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost-sharing. Each counseling attempt includes up to four face-to-face visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p>Urgently needed services</p> <p>Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <ul style="list-style-type: none"> • Inside our service area: You must obtain urgent care from network providers, unless our provider network is temporarily unavailable or inaccessible due to an unusual and extraordinary circumstance (for example, major disaster). • Outside our service area: You have urgent care coverage when you travel if you need medical attention right away for an unforeseen illness or injury and you reasonably believed that your health would seriously deteriorate if you delayed treatment until you returned to our service area. • High Option and Standard Option plan members have worldwide urgent care coverage. 	<p>Office visits You pay the following per visit, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$20 for High Option plan members. • \$40 for Standard Option plan members. • \$65 for Basic Option or Basic Part B Only Option plan members. <p>Emergency Department \$75 per Emergency Department visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Basic Option and Basic Part B Only Option plan members have urgent care coverage while inside the United States and its territories. <p>See Chapter 3, Section 3, for more information.</p>	
<p>Vision care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. However, for High Option and Standard Option plans, we cover routine eye exams (eye refraction exams) to determine the need for vision correction and to provide a prescription for eyeglass lenses. <ul style="list-style-type: none"> ◆ (Routine eye exams are not covered under either Basic plan.) 	<p>You pay the following, depending upon the plan in which you are enrolled:</p> <ul style="list-style-type: none"> • \$10 per primary care visit and \$20 per specialty care visit for High Option plan members. • \$20 per primary care visit and \$40 per specialty care visit for Standard Option plan members. • \$35 per primary care visit and \$50 per specialty care visit for Basic Option or Basic Part B Only Option plan members (except that routine eye exams are not covered).
<ul style="list-style-type: none"> • 🍏 For people who are at high risk of glaucoma, such as people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older: glaucoma screening once per year. 	<p>No charge.</p>
<ul style="list-style-type: none"> • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) • Corrective lenses/frames (and replacements) needed after a cataract removal without a lens implant. • Note: Members may request insertion of presbyopia-correcting intraocular lenses (IOLs) in place of a conventional IOL following cataract surgery. The member is responsible for payment of that portion of the charge for the IOL and associated services that exceed 	<p>20% coinsurance.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>the charge for insertion of a conventional IOL following cataract surgery.</p>	
<p>*Additional eyewear benefits for High Option, Standard Option, members:</p> <ul style="list-style-type: none"> • Eyeglass lenses: Regular eyeglass lenses, including add-ons. Regular eyeglass lenses are any lenses with a refractive value or a balance lens if only one eye needs correction. • Eyeglass frames: Eyeglass frames, including the mounting of eyeglass lenses in the frame, original fitting of the frames, and subsequent adjustment. • Contact lenses: Coverage for the initial purchase of contact lenses only for the first time you are examined for contact lenses at a Kaiser Permanente facility. This discount includes: Fitting of contact lenses, initial pair of lenses, training for the insertion and removal of contact lens, and three months of follow-up visits. 	<ul style="list-style-type: none"> • 75% of Plan Charges per calendar year for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Option B Only plan members. • 85% of Plan Charges per calendar year for High Option or Standard Option plan members. • Not covered for Basic Option or Basic Option B Only plan members.
<p> "Welcome to Medicare" preventive visit</p> <p>Our plan covers the one-time "Welcome to Medicare" preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p>Important: We cover the "Welcome to Medicare" preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" preventive visit.</p>	<p>There is no coinsurance, copayment, or deductible for the "Welcome to Medicare" preventive visit.</p>
<p>Note: Refer to Chapter 1 (Section 7) and Chapter 9 for information about coordination of benefits that applies to all covered services described in this Medical Benefits Chart.</p>	
<p>Dental benefits and fee schedule for High Option and Standard Option plan members*†</p> <p>Note: Dental benefits are not covered for Basic Option or Basic Option B Only plan members.</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
General terms and conditions	
<ul style="list-style-type: none">• Subject to the terms, conditions, limitations, and exclusions specified in this Kaiser Permanente Medicare Plus Evidence of Coverage including Chapter 10, "Definitions of Important Words," you may receive Covered Dental Services from Participating Dental Providers.• Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. has entered into an Agreement with Dental Administrator to provide Covered Dental Services through Participating Dental Providers.• Only the dental procedures listed in the dental fee schedule below are covered dental services. When you receive any of the listed procedures from a Participating Dental Provider, you will pay the fee listed for that service. The Participating Dental Provider has agreed to accept that fee as payment in full for that procedure. Neither Kaiser Permanente nor Dental Administrator is liable for payment of these fees or for any fees incurred as the result of receipt of a non-Covered Dental Service.• You will receive a list of Participating Dental Providers from the Health Plan or Dental Administrator. You should select a Participating Dental Provider "general dentist" from whom you and your family members will receive Covered Preventive Dental Services and other Covered Dental Services. Family members may use different Participating Dental Providers. Specialty care is also available should that be required; however, you must be referred to a Participating Dental Provider specialist by your general dentist. Your fees are usually higher for care received by a specialist. Please refer to the attached dental fee schedule for those discounted fees.• You may obtain a list of Participating Dental Providers by contacting Dental Administrator or our Member Services Department at the following numbers:<ul style="list-style-type: none">♦ Within the Washington, D.C. Metropolitan Service Area: 1-888-777-5536. Seven days a week, 8 a.m. to 8 p.m.♦ Outside the Washington, D.C. Metropolitan Service Area: (toll free) 1-888-777-5536. TTY users call 711.• Dental Administrator (DOMINION Dental Services USA, Inc.): Health Plan has entered into an agreement with DOMINION Dental Services USA, Inc. to provide Covered Dental Services as described in this section. For assistance concerning dental coverage questions, or for help finding a Participating Dental Provider, DOMINION Member Services specialists are available Monday through Friday from 7:30 a.m. to 6:00 p.m., or you may call the following numbers:<ul style="list-style-type: none">♦ Within the Washington, D.C. Metropolitan Service Area: 703-518-5338.♦ Outside the Washington, D.C. Metropolitan Service Area (toll free): 1-888-518-5338.♦ TTY users call 1-800-688-4889. Hearing impaired members may also use the Internet at www.IP-RELAY.com• DOMINION's Integrated Voice Response System is available 24 hours a day for information about Participating Dental Providers in your area, or to help you select a Participating Dental	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Provider. The most up-to-date list of Participating Dental Providers can be found at the following website: www.dominiondental.com/Kaiserdentists</p> <ul style="list-style-type: none"> • DOMINION also provides many other secure features online at www.dominiondental.com. 	
<p>Dental emergencies outside the service area*</p> <p>When a dental emergency occurs outside the service area, Dental Administrator will reimburse you for the reasonable charges for Covered Dental Services that may be provided, less any discounted fee, upon proof of payment, not to exceed \$50 per incident. Coverage is provided for emergency dental treatment as may be required to alleviate pain, bleeding, or swelling. You must receive all post-emergency care from a Participating Dental Provider.</p>	
<p>Discounted schedule of fees \$30 preventive plan</p> <p>Procedures not shown in this list are not covered. Refer to the description of your dental benefit for a complete description of the terms and conditions of your covered benefit.</p> <p>Fees quoted in the "You pay to Dentist" column apply only when performed by a participating general dentist. If specialty care is required, your general dentist must refer you to a participating specialist.</p> <p>FC \$30: You pay a combined fixed copayment of \$30 for any visit during which one or more of the following procedures are performed: (a) an oral exam (D0120, D0140, D0150, D0170 or D0180); (b) X-rays (D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0273, D0274, D0277, D0340 or D0350); (c) a pulp vitality test (D0460); (d) a diagnostic cast (D0470); (e) a routine cleaning (D1110); (f) fluoride application (D1206 or D1208); or (g) you are given oral hygiene instructions (D1310, D1320 or D1330). You pay a separate fee for any other procedure performed.</p> <p>Coverage for periodic oral exams, prophylaxes (cleanings) and fluoride applications is limited to two times per plan year.</p>	

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
Diagnostic Services			
D0120	Periodic oral evaluation	FC \$30	Not covered
D0140	Limited oral evaluation - problem focused	FC \$30	Not covered
D0150	Comprehensive oral evaluation - new or established patient	FC \$30	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D0170	Re-evaluation - limited, problem focused	FC \$30	Not covered
D0180	Comprehensive periodontal evaluation - new or established patient - not in conjunction with D0150 and limited to once per 18 months	FC \$30	Not covered
D0210	Intraoral - complete series (including bitewings)	\$54	\$69
D0220	Intraoral - periapical first film	FC \$30	\$14
D0230	Intraoral - periapical each additional film	FC \$30	\$11
D0240	Intraoral - occlusal film	FC \$30	\$21
D0250	Extraoral - first film	FC \$30	\$26
D0260	Extraoral - each additional film	FC \$30	\$22
D0270	Bitewing - single film	FC \$30	\$14
D0272	Bitewings - two films	FC \$30	\$21
D0273	Bitewings - three films	FC \$30	\$28
D0274	Bitewings - four films	FC \$30	\$31
D0277	Vertical bitewings - 7 to 8 films	FC \$30	\$47
D0330	Panoramic film	\$43	\$55
D0340	Cephalometric film	FC \$30	\$55
D0350	Oral/facial photographic images	FC \$30	\$29
D0460	Pulp vitality tests	FC \$30	\$35
D0470	Diagnostic casts (not in conjunction with Orthodontics)	FC \$30	Not covered
Preventive Services			
D1110	Prophylaxis (cleaning) - adult	FC \$30	Not covered
D1110*	Additional cleaning – beyond benefit limitation	\$40	\$40

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D1206	Topical fluoride varnish for moderate/high risk caries patients	FC \$30	Not covered
D1208	Topical application of fluoride	FC\$30	Not covered
D1310	Nutritional counseling for control of dental disease	FC \$30	Not covered
D1320	Tobacco counseling for control and prev. of oral disease	FC \$30	Not covered
D1330	Oral hygiene instructions	FC \$30	Not covered
D1352	Prev resin rest. mod/high caries risk – perm. tooth	\$30	Not covered
Restorative Services			
D2140	Amalgam - one surface, primary or permanent	\$68	Not covered
D2150	Amalgam - two surfaces, primary or permanent	\$88	Not covered
D2160	Amalgam - three surfaces, primary or permanent	\$105	Not covered
D2161	Amalgam - four or more surfaces, primary or permanent	\$126	Not covered
D2330	Resin-based composite - one surface, anterior	\$83	Not covered
D2331	Resin-based composite - two surfaces, anterior	\$105	Not covered
D2332	Resin-based composite - three surfaces, anterior	\$129	Not covered
D2335	Resin-based composite - four or more surfaces or involving incisal angle (anterior)	\$163	Not covered
D2390	Resin-based composite crown, anterior	\$216	Not covered
D2391	Resin-based composite - one surface, posterior	\$108	Not covered
D2392	Resin-based composite - two surfaces, posterior	\$143	Not covered
D2393	Resin-based composite - three surfaces, posterior	\$179	Not covered
D2394	Resin-based composite - four or more surfaces, posterior	\$204	Not covered
D2510	Inlay - metallic - one surface	\$493	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2520	Inlay - metallic - two surfaces	\$556	Not covered
D2530	Inlay - metallic - three or more surfaces	\$604	Not covered
D2542	Onlay – metallic - two surfaces	\$641	Not covered
D2543	Onlay – metallic - three surfaces	\$653	Not covered
D2544	Dental onlay metl 4/more surfaces	\$657	Not covered
D2610	Inlay - porcelain/ceramic - one surface	\$541	Not covered
D2620	Inlay - porcelain/ceramic - two surfaces	\$576	Not covered
D2630	Inlay - porcelain/ceramic - three or more surfaces	\$665	Not covered
D2642	Onlay - porcelain/ceramic - two surfaces	\$616	Not covered
D2643	Onlay - porcelain/ceramic - three surfaces	\$666	Not covered
D2644	Dental onlay porc 4/more surfaces	\$710	Not covered
D2650	Inlay - resin-based composite - one surface	\$498	Not covered
D2651	Inlay - resin-based composite - two surfaces	\$538	Not covered
D2652	Inlay - resin-based composite - three or more surfaces	\$699	Not covered
D2662	Onlay - resin-based composite - two surfaces	\$568	Not covered
D2663	Onlay - resin-based composite - three surfaces	\$699	Not covered
D2664	Onlay - resin-based composite - >=4 surfaces	\$662	Not covered
D2710	Crown - resin (indirect)	\$277	Not covered
D2712	Crown 3/4 resin-based composite (exclusive of veneers)	\$255	Not covered
D2720	Crown - resin with high noble metal	\$675	Not covered
D2721	Crown - resin with predominantly base metal	\$601	Not covered
D2722	Crown - resin with noble metal	\$628	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2740	Crown - porcelain/ceramic substrate	\$741	Not covered
D2750	Crown - porcelain fused to high noble metal	\$755	Not covered
D2751	Crown - porcelain fused to predominantly base metal	\$653	Not covered
D2752	Crown - porcelain fused to noble metal	\$679	Not covered
D2780	Crown - 3/4 cast high noble metal	\$724	Not covered
D2781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D2782	Crown - 3/4 cast noble metal	\$611	Not covered
D2783	Crown - 3/4 porcelain/ceramic	\$628	Not covered
D2790	Crown - full cast high noble metal	\$675	Not covered
D2791	Crown - full cast predominantly base metal	\$601	Not covered
D2792	Crown - full cast noble metal	\$628	Not covered
D2794	Crown - titanium	\$679	Not covered
D2910	Recement inlay	\$68	Not covered
D2920	Recement crown	\$68	Not covered
D2932	Prefabricated resin crown	\$254	Not covered
D2940	Sedative filling	\$77	Not covered
D2950	Core buildup, including any pins	\$172	Not covered
D2951	Pin retention - per tooth, in addition to restoration	\$40	Not covered
D2952	Cast post and core in addition to crown	\$252	Not covered
D2954	Prefabricated post and core in addition to crown	\$224	Not covered
D2955	Post removal (not in conj. with endo. therapy)	\$194	Not covered
D2970	Temporary crown (fractured tooth)	\$188	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D2980	Crown repair, by report	\$138	Not covered
Endodontic Services			
D3110	Pulp cap - direct (excluding final restoration)	\$47	Not covered
D3120	Pulp cap - indirect (excluding final restoration)	\$47	Not covered
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	\$104	\$122
D3221	Pulpal debridement, prim. and perm. teeth	\$126	Not covered
D3310	Anterior (excluding final restoration)	\$439	\$505
D3320	Bicuspid (excluding final restoration)	\$525	\$604
D3330	Molar (excluding final restoration)	\$687	\$789
D3333	Internal root repair of perforation defects	Not covered	\$225
D3346	Retreatment of previous root canal therapy - anterior	Not covered	\$609
D3347	Retreatment of previous root canal therapy - bicuspid	Not covered	\$812
D3348	Retreatment of previous root canal therapy - molar	Not covered	\$1,047
D3410	Apicoectomy/periradicular surgery - anterior	\$422	\$524
D3421	Apicoectomy/periradicular surgery - bicuspid (first root)	\$471	\$655
D3425	Apicoectomy/periradicular surgery - molar (first root)	\$518	\$687
D3426	Apicoectomy/periradicular surgery (each additional root)	\$314	\$371
D3427	Periradicular surg. w/o apicoectomy	\$402	\$504
D3430	Retrograde filling - per root	\$118	\$295
D3450	Root amputation - per root	\$205	\$330

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D3920	Hemisection (including any root removal), not including root canal therapy	\$258	\$305
D3950	Canal prep/fitting of preformed dowel or post	\$154	\$216
Periodontic Services			
D4210	Gingivectomy or gingivoplasty - four or more contiguous teeth per quadrant	\$372	\$439
D4211	Gingivectomy or gingivoplasty - one to three teeth, per quadrant	\$161	\$190
D4240	Gingival flap procedure, including root planing - four or more contiguous teeth	\$479	\$566
D4241	Gingival flap procedure, including root planing - one to three teeth, per quadrant	\$121	\$239
D4260	Osseous surgery (including flap entry and closure) - four or more per quadrant	\$709	\$836
D4261	Osseous surgery (including flap entry and closure) - one to three teeth, per quadrant	\$452	\$534
D4268	Surgical revision procedure, per tooth	\$389	\$562
D4274	Distal or proximal wedge procedure	\$329	\$466
D4341	Periodontal scaling and root planing - four or more contiguous teeth or bounded teeth spaces per quadrant	\$137	\$194
D4342	Periodontal scaling and root planing - one to three teeth, per quadrant	\$99	\$117
D4355	Full mouth debridement to enable comprehensive evaluation and diagnosis	\$121	\$175
D4381	Localized delivery of chemotherapeutic agents	\$33	\$44
D4910	Periodontal maintenance	\$83	\$110
Prosthetics - Removable			

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5110	Complete denture - maxillary	\$845	Not covered
D5120	Complete denture - mandibular	\$845	Not covered
D5130	Immediate denture - maxillary	\$910	Not covered
D5140	Immediate denture - mandibular	\$910	Not covered
D5211	Maxillary partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5212	Mandibular partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5225	Maxillary partial denture	\$904	Not covered
D5226	Mandibular partial denture	\$1,004	Not covered
D5281	Removable unilateral partial denture - one piece cast metal (including clasps and teeth)	\$510	Not covered
D5410	Adjust complete denture - maxillary	\$79	Not covered
D5411	Adjust complete denture - mandibular	\$79	Not covered
D5421	Adjust partial denture - maxillary	\$79	Not covered
D5422	Adjust partial denture - mandibular	\$79	Not covered
D5510	Repair broken complete denture base	\$101	Not covered
D5520	Replace missing or broken teeth - complete denture (each tooth)	\$77	Not covered
D5610	Repair resin denture base	\$102	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5620	Repair cast framework	\$147	Not covered
D5630	Repair or replace broken clasp	\$139	Not covered
D5640	Replace broken teeth - per tooth	\$88	Not covered
D5650	Add tooth to existing partial denture	\$131	Not covered
D5660	Add clasp to existing partial denture	\$160	Not covered
D5670	Replace all teeth and acrylic on cast metal framework (maxillary)	\$559	Not covered
D5671	Replace all teeth and acrylic on cast metal framework (mandibular)	\$559	Not covered
D5710	Rebase complete maxillary denture	\$344	Not covered
D5711	Rebase complete mandibular denture	\$331	Not covered
D5720	Rebase maxillary partial denture	\$265	Not covered
D5721	Rebase mandibular partial denture	\$265	Not covered
D5730	Reline complete maxillary denture (chairside)	\$214	Not covered
D5731	Reline complete mandibular denture (chairside)	\$215	Not covered
D5740	Reline maxillary partial denture (chairside)	\$212	Not covered
D5741	Reline mandibular partial denture (chairside)	\$212	Not covered
D5750	Reline complete maxillary denture (laboratory)	\$260	Not covered
D5751	Reline complete mandibular denture (laboratory)	\$258	Not covered
D5760	Reline maxillary partial denture (laboratory)	\$250	Not covered
D5761	Reline mandibular partial denture (laboratory)	\$249	Not covered
D5810	Interim complete denture (maxillary)	\$549	Not covered
D5811	Interim complete denture (mandibular)	\$400	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D5820	Interim partial denture (maxillary)	\$424	Not covered
D5821	Interim partial denture (mandibular)	\$429	Not covered
D5850	Tissue conditioning, maxillary	\$120	Not covered
D5851	Tissue conditioning, mandibular	\$121	Not covered
Prosthetics - Fixed			
D6000- D6199	ALL IMPLANT SERVICES - 15% DISCOUNT (incl. D0360-D0363 cone beam imaging w/ implants)		
D6210	Pontic - cast high noble metal	\$610	Not covered
D6211	Pontic - cast predominantly base metal	\$624	Not covered
D6212	Pontic - cast noble metal	\$586	Not covered
D6214	Pontic - titanium	\$571	Not covered
D6240	Pontic - porcelain fused to high noble metal	\$755	Not covered
D6241	Pontic - porcelain fused to predominantly base metal	\$653	Not covered
D6242	Pontic - porcelain fused to noble metal	\$679	Not covered
D6245	Pontic – porcelain/ceramic	\$741	Not covered
D6250	Pontic - resin with high noble metal	\$745	Not covered
D6251	Pontic - resin with predominantly base metal	\$707	Not covered
D6252	Pontic - resin with noble metal	\$717	Not covered
D6545	Retainer - cast metal for resin bonded fixed prosthesis	\$270	Not covered
D6548	Retainer. - porcelain/ceramic for resin bonded fixed prosthesis	\$481	Not covered
D6600	Inlay - porcelain/ceramic, two surfaces	\$400	Not covered
D6601	Inlay - porcelain/ceramic, >=3 surfaces	\$426	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D6602	Inlay - cast high noble metal, two surfaces	\$422	Not covered
D6603	Inlay - cast high noble metal, three or more surfaces	\$468	Not covered
D6604	Inlay - cast predominantly base metal, two surfaces	\$422	Not covered
D6605	Inlay - cast predominantly base metal, three or more surfaces	\$404	Not covered
D6606	Inlay - cast noble metal, two surfaces	\$384	Not covered
D6607	Inlay - cast noble metal, three or more surfaces	\$426	Not covered
D6608	Onlay -porcelain./ceramic, two surfaces	\$437	Not covered
D6609	Onlay - porcelain./ceramic, three or more surfaces	\$458	Not covered
D6610	Onlay - cast high noble metal, two surfaces	\$501	Not covered
D6611	Onlay cast high noble metal ≥ 3 surfaces	\$548	Not covered
D6612	Onlay - cast predominantly base metal, two surfaces	\$431	Not covered
D6613	Onlay - cast predominantly base metal, three or more surfaces	\$478	Not covered
D6614	Onlay - cast noble metal, two surfaces	\$454	Not covered
D6615	Onlay cast noble metal ≥ 3 surfaces	\$501	Not covered
D6624	Inlay - titanium	\$468	Not covered
D6634	Onlay - titanium	\$548	Not covered
D6720	Crown - resin with high noble metal	\$747	Not covered
D6721	Crown - resin with predominantly base metal	\$666	Not covered
D6722	Crown - resin with noble metal	\$696	Not covered
D6740	Crown – Porcelain/ceramic	\$741	Not covered
D6750	Crown - porcelain fused to high noble metal	\$639	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D6751	Crown - porcelain fused to predominantly base metal	\$571	Not covered
D6752	Crown - porcelain fused to noble metal	\$599	Not covered
D6780	Crown - 3/4 cast high noble metal	\$724	Not covered
D6781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D6782	Crown - 3/4 cast noble metal	\$578	Not covered
D6783	Crown - 3/4 porc./ceramic	\$808	Not covered
D6790	Crown - full cast high noble metal	\$675	Not covered
D6791	Crown - full cast predominantly base metal	\$601	Not covered
D6792	Crown - full cast noble metal	\$628	Not covered
D6794	Crown - titanium	\$679	Not covered
D6930	Recement fixed partial denture	\$88	Not covered
D6940	Stress breaker	\$205	Not covered
D6975	Coping - metal	\$431	Not covered
D6980	Fixed partial denture repair, by report	\$206	Not covered
Oral Surgery			
D7111	Coronal remnants - deciduous tooth	\$72	\$85
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	\$83	\$97
D7210	Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth	\$149	\$176
D7220	Removal of impacted tooth - soft tissue	\$183	\$216
D7230	Removal of impacted tooth - partially bony	\$250	\$295

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D7240	Removal of impacted tooth - completely bony	\$295	\$347
D7241	Removal of impacted tooth - completely bony, with unusual surg. complications	\$363	\$429
D7250	Surgical removal of residual tooth roots (cutting procedure)	\$167	\$199
D7270	Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	\$279	\$330
D7280	Surgical access of an unerupted tooth	\$312	\$369
D7282	Mobiliz. of erupted or malpos. tooth-aid erup	\$96	\$210
D7285	Biopsy of oral tissue - hard (bone, tooth)	\$196	\$231
D7286	Biopsy of oral tissue - soft (all others)	\$184	\$216
D7291	Transseptal fiberotomy/supra crestal fiberotomy, by report	\$142	\$169
D7310	Alveoloplasty in conjunction with extractions - per quadrant	\$150	\$177
D7311	Alveoloplasty in conjunction with extractions	\$130	\$154
D7320	Alveoloplasty not in conjunction with extractions – per quadrant	\$193	\$227
D7321	Alveoloplasty not in conjunction with extractions	\$40	\$84
D7471	Removal of lateral exostosis	\$314	\$370
D7472	Removal of torus palatinus	\$263	\$311
D7473	Removal of torus mandibularis	\$271	\$320
D7485	Surgical reduction of osseous tuberosity	\$297	\$351
D7510	Incision and drainage of abscess - intraoral soft tissue	\$108	\$127
D7511	Incision and drainage of abscess - intraoral	\$226	\$260
D7910	Suture of recent small wounds up to 5 cm	\$246	\$290

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D7960	Frenulectomy (frenectomy or frenotomy) - separate procedure	\$226	\$314
D7963	Frenuloplasty	\$99	\$245
D7970	Excision of hyperplastic tissue - per arch	\$456	\$539
D7971	Excision of pericoronal gingiva	\$225	\$265
D7972	Surgical reduction of fibrous tuberosity	\$78	\$185
Orthodontics			
D8090	Comprehensive orthodontic treatment of the adult dentition	Not covered	\$3,658
D8660	Pre-orthodontic treatment visit	Not covered	\$413
D8670	Periodic orthodontic treatment visit (as part of contract)	Not covered	\$118
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	Not covered	\$516
Additional Procedures			
D9110	Palliative (emergency) treatment of dental pain - minor procedure	\$30	\$75
D9210	Local anesthesia not in conjunction with operative or surgical procedures	\$0	Not covered
D9211	Regional block anesthesia	\$0	Not covered
D9212	Trigeminal division block anesthesia	\$0	Not covered
D9215	Local anesthesia	\$0	Not covered
D9220	Deep sedation/general anesth - first 30 minutes	\$80	\$277
D9221	Deep sedation/general anesth - each addtl. 15 minutes	\$40	\$100
D9230	Analgesia, anxiolysis, inhalation of nitrous oxide	\$36	\$41
D9241	Intrav conscious sed./analgesia - first 30 minutes	\$121	\$272

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services for High Option and Standard Option plan members	*What you must pay	
		Dentist	Specialist
D9242	Intrav conscious sed./analgesia - each addtl. 15 minutes	\$0	\$85
D9310	Consultation (diagnostic service provided by dentist or physician other than practitioner providing treatment)	\$59	\$96
D9439	Office visit - Not including an FC30 visit	\$10	\$10
D9440	Office visit - after regularly scheduled hours	\$27	\$111
D9910	Application of desensitizing medicament	\$30	\$60
D9930	Treatment of complications (post-surgical)	\$48	\$48
D9940	Occlusal guard, by report	\$338	\$519
D9950	Occlusion analysis - mounted case	\$169	\$169
D9951	Occlusal adjustment - limited	\$88	\$115
D9952	Occlusal adjustment - complete	\$372	\$597
D9990	Broken office appointment	\$50	\$50

SECTION 3. What services are not covered by our plan?

Section 3.1 Services we do *not* cover (exclusions)

This section tells you what services are "excluded" from Medicare coverage and, therefore, are not covered by this plan. If a service is "excluded," it means that we don't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception is we will pay if a service in the chart below is found upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 7, Section 5.3, in this booklet.)

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

All exclusions or limitations on services are described in the Medical Benefits Chart or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare.	√	
Experimental medical and surgical procedures, equipment and medications. <ul style="list-style-type: none"> • Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community. 		√ May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital.		√ Covered only when medically necessary.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	√	
Full-time nursing care in your home.	√	
Custodial care is care provided in a nursing home, hospice, or other facility setting when you do not require skilled medical care or skilled nursing care. <ul style="list-style-type: none"> • Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with 	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
activities of daily living, such as bathing or dressing.		
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	√	
Fees charged by your immediate relatives or members of your household.	√	
Cosmetic surgery or procedures.		√ Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member. Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
Routine dental care, such as cleanings, fillings, or dentures for Basic Option or Basic Part B Only Option plan members.	√	
Nonroutine dental care for Basic Option or Basic Part B Only Option plan members.		√ Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
Routine chiropractic care.		√ Manual manipulation of the spine to correct a subluxation is covered.
Routine foot care.		√ Some limited coverage provided according to Medicare guidelines, for example, if you have diabetes.
Orthopedic shoes.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease.
Supportive devices for the feet.		√ Orthopedic or therapeutic shoes for people with diabetic foot disease.
Routine hearing exams.	√	
Hearing aids or exams to fit hearing aids.		√ This exclusion does not apply to cochlear implants and osseointegrated external hearing devices covered by Medicare.
Routine eye exams, eyeglasses, and contact lenses for Basic Option or Basic Part B Only Option plan members.		√ Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery.
Radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids.	√	
Reversal of sterilization procedures and non-prescription contraceptive supplies.	√	
Infertility services for Basic Option and Basic Part B Only Option plan members.	√	
Cost of donor semen and donor eggs, storage and freezing of eggs. Services other than artificial insemination, related to conception by artificial means, including but not limited to, in vitro fertilization, ovum transplants, gamete intrafallopian transfer, zygote	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
intrafallopian transfer and prescription drugs related to such services. Services to reverse involuntary, surgically induced infertility.		
Acupuncture.	√	
Naturopath services (uses natural or alternative treatments).	√	
Care in a licensed intermediate care facility.	√	
Comfort, convenience, or luxury equipment or features.	√	
Private duty nurse.	√	
Meals delivered to your home.	√	
Outpatient oral nutrition, such as dietary supplements, herbal supplements, weight loss aids, formulas and food.		√ This exclusion does not apply to medical food and modified food products as described in "Medical foods" in the Medical Benefits Chart.
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging, and mental performance).		√ Covered if medically necessary and covered under Original Medicare.
Services provided to veterans in Veterans Affairs (VA) facilities.		√ When emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		reimburse veterans for the difference. Members are still responsible for our plan's cost-sharing amounts.
Reconstructive surgery that offers only a minimal improvement in appearance or is performed to alter or reshape normal structures of the body in order to improve appearance.		√ We cover reconstructive surgery to correct or repair abnormal structures of the body caused by congenital defect, developmental abnormalities, accidental injury, trauma, infection, tumors, or disease, if a network physician determines that it is necessary to improve function, or create a normal appearance, to the extent possible.
Surgery that, in the judgment of a network physician specializing in reconstructive surgery, offers only a minimal improvement in appearance. <ul style="list-style-type: none"> • Surgery that is performed to alter or reshape normal structures of the body in order to improve appearance. 	√	
Nonconventional intraocular lenses (IOLs) following cataract surgery (for example, a presbyopia-correcting IOL).		√ You may request and we may provide insertion of a presbyopia-correcting IOL or astigmatism-correcting IOL following cataract surgery in lieu of a conventional IOL. However, you must pay the difference between Plan Charges for a nonconventional IOL and associated services and Plan Charges for insertion of a conventional IOL following cataract surgery.
Massage therapy.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		Covered when ordered as part of physical therapy program in accord with Medicare guidelines.
Travel and lodging expenses.		<p style="text-align: center;">√</p> Provided only in connection with out-of-area transplant services that our plan covers.
Transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a network provider.	√	
Licensed ambulance services without transport.		<p style="text-align: center;">√</p> Covered if the ambulance transports you or if covered by Medicare.
Physical exams and other services (1) required for obtaining or maintaining employment or participation in employee programs, (2) required for insurance or licensing, or (3) on court order or required for parole or probation.		<p style="text-align: center;">√</p> Covered if a network physician determines that the services are medically necessary except that routine physical exams are not covered for both Basic Option plans unless covered by Medicare.
Services related to noncovered services or items.		<p style="text-align: center;">√</p> When a service or item is not covered, all services related to the noncovered service or item are excluded, (1) except for services or items we would otherwise cover to treat complications of the noncovered service or item, or (2) unless covered in accord with Medicare guidelines.
Services not approved by the federal Food and Drug Administration. Drugs,		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
supplements, tests, vaccines, devices, radioactive materials, and any other services that by law require federal Food and Drug Administration (FDA) approval in order to be sold in the U.S., but are not approved by the FDA.		This exclusion applies to services provided anywhere, even outside the U.S. It does not apply to Medicare-covered clinical trials or covered emergency care you receive outside the U.S.
Exclusions described in the amendment "What You Need to Know — Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices."	√	

CHAPTER 5. Asking us to pay our share of a bill you have received for covered medical services

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services 94

Section 1.1 If you pay our share of the cost of your covered services or if you receive a bill, you can ask us for payment 94

SECTION 2. How to ask us to pay you back or to pay a bill you have received 95

Section 2.1 How and where to send us your request for payment 95

SECTION 3. We will consider your request for payment and say yes or no 96

Section 3.1 We check to see whether we should cover the service and how much we owe 96

Section 3.2 If we tell you that we will not pay for all or part of the medical care, you can make an appeal..... 96

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services

Section 1.1 If you pay our share of the cost of your covered services or if you receive a bill, you can ask us for payment

Sometimes when you get medical care, you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of our plan. In either case, you can ask us to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services that are covered by our plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask us to pay you back or to pay a bill you have received:

When you've received emergency or urgently needed medical care from a provider who is not in our network

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill our plan for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
 - ◆ If the provider is owed anything, we will pay the provider directly.
 - ◆ If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.

When a network provider sends you a bill you think you should not pay

Network providers should always bill us directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service, and even if there is a dispute and we don't pay certain provider charges. For more information about "balance billing," go to Chapter 4, Section 1.3.

- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under our plan.

If you are retroactively enrolled in our plan

Sometimes a person's enrollment in our plan is retroactive. ("Retroactive" means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

- Please call Member Services for additional information about how to ask us to pay you back and deadlines for making your request. Phone numbers for Member Services are printed on the back cover of this booklet.
- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. Chapter 7 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has information about how to make an appeal.

SECTION 2. How to ask us to pay you back or to pay a bill you have received

Section 2.1 How and where to send us your request for payment

Send us your request for payment, along with your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website (**kp.org**) or call Member Services and ask for the form. Phone numbers for Member Services are printed on the back cover of this booklet.

Mail your request for payment together with any bills or receipts to us at this address:

Kaiser Permanente
Attn: Member Services

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

2101 East Jefferson Street
Rockville, MD 20852

You must submit your claim to us within 365 days after service date.

Contact Member Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3. We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the service and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care is covered and you followed all the rules for getting the care, we will pay for our share of the cost. If you have already paid for the service, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered.)
- If we decide that the medical care is not covered, or you did not follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the medical care, you can make an appeal

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details about how to make this appeal, go to Chapter 7 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." The appeals process is a detailed legal process with complicated procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of Chapter 7. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives you definitions of terms such as "appeal." Then, after you have read Section 4, you can go to Section 5.3 in Chapter 7 to learn how to make an appeal about getting paid back for a medical service.

CHAPTER 6. Your rights and responsibilities

SECTION 1. We must honor your rights as a member of our plan	98
Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)	98
Section 1.2 We must treat you with fairness and respect at all times	98
Section 1.3 We must ensure that you get timely access to your covered services	98
Section 1.4 We must protect the privacy of your personal health information.....	99
Section 1.5 We must give you information about our plan, our network of providers, and your covered services	100
Section 1.6 We must support your right to make decisions about your care	101
Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made	102
Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?	103
Section 1.9 How to get more information about your rights.....	103
Section 1.10 Information about new technology assessments	104
SECTION 2. You have some responsibilities as a member of our plan.....	104
Section 2.1 What are your responsibilities?	104

SECTION 1. We must honor your rights as a member of our plan

Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)

To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

Our plan has people and free language interpreter services available to answer questions from non-English-speaking members. We can also give you information in Braille or large print, if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about our plan's benefits that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call **1-877-486-2048**.

Section 1.2 We must treat you with fairness and respect at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. We do not discriminate based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** (TTY **1-800-537-7697**) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

Section 1.3 We must ensure that you get timely access to your covered services

As a member of our plan, you have the right to choose a primary care provider (PCP) in our network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Member Services to learn which doctors are accepting new patients (phone numbers are printed on the back cover of this booklet). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral, as well as other primary care providers described in Chapter 3, Section 2.2.

As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care.

If you think that you are not getting your medical care within a reasonable amount of time, Chapter 7, Section 9, of this booklet tells you what you can do. (If we have denied coverage for your medical care and you don't agree with our decision, Chapter 7, Section 4, tells you what you can do.)

Section 1.4 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in our plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "Notice of Privacy Practices," that tells you about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, we are required to get written permission from you first. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - ◆ For example, we are required to release health information to government agencies that are checking on quality of care.
 - ◆ Because you are a member of our plan through Medicare, we are required to give Medicare your health information. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held by our plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.5 We must give you information about our plan, our network of providers, and your covered services

As a member of our plan, you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in Braille or in large print.)

If you want any of the following kinds of information, please call Member Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about our plan's financial condition. It also includes information about the number of appeals made by members and our plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our network providers.**
 - ◆ For example, you have the right to get information from us about the qualifications of the providers in our network and how we pay the providers in our network.
 - ◆ For a list of the providers in our network, see the **Provider Directory**.
 - ◆ For more detailed information about our providers, you can call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at kp.org/directory.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - ◆ In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - ◆ If you have questions about the rules or restrictions, please call Member Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - ◆ If a medical service is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service from an out-of-network provider.
 - ◆ If you are not happy or if you disagree with a decision we make about what medical care is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 7 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 7 also tells you about how to make a complaint about quality of care, waiting times, and other concerns.)

- ◆ If you want to ask us to pay our share of a bill you have received for medical care, see Chapter 5 of this booklet.

Section 1.6 We must support your right to make decisions about your care

You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices in a way that you can understand.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say "no."** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. Of course, if you refuse treatment, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 7 of this booklet tells you how to ask us for a coverage decision.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can:

- Fill out a written form to give someone the legal authority to make medical decisions for you if you ever become unable to make decisions for yourself.
- Give your doctors written instructions about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "**advance directives.**" There are different types of advance directives and different names for them. Documents called "**living will**" and "**power of attorney for health care**" are examples of advance directives.

If you want to use an "advance directive" to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. You can also contact Member Services to ask for the forms (phone numbers are printed on the back cover of this booklet).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, take a copy with you to the hospital.

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

District of Columbia Residents: Delmarva Foundation of the District of Columbia 924 Centreville Road Easton, MD 21601	Maryland Residents: Maryland Insurance Administration Consumer Complaint Investigation 200 St. Paul Place, Suite 2700 Baltimore, MD 21202	Virginia Residents: State Corporation Commission Virginia Bureau of Insurance P.O. Box 1157 Richmond, VA 23218
---	--	---

Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 7 of this booklet tells you what you can do. It gives you the details about how to deal with all types of problems and complaints.

What you need to do to follow up on a problem or concern depends upon the situation. You might need to ask us to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do—ask for a coverage decision, make an appeal, or make a complaint—we are required to treat you fairly.

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** or TTY **1-800-537-7697**, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, and it's not about discrimination, you can get help dealing with the problem you are having:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.9 How to get more information about your rights

There are several places where you can get more information about your rights:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact Medicare:
 - ◆ You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at <http://www.medicare.gov/Pubs/pdf/11534.pdf>.)
 - ◆ Or you can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.10 Information about new technology assessments

Rapidly changing technology affects health care and medicine as much as any other industry. To determine whether a new drug or other medical development has long-term benefits, our plan carefully monitors and evaluates new technologies for inclusion as covered benefits. These technologies include medical procedures, medical devices, and new drugs.

SECTION 2. You have some responsibilities as a member of our plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of our plan are listed below. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this **Evidence of Coverage** booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - ◆ Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
- **If you have any other health insurance coverage in addition to our plan, you are required to tell us.** Please call Member Services to let us know (phone numbers are printed on the back cover of this booklet).
 - ◆ We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is called "coordination of benefits" because it involves coordinating the health benefits you get from us with any other health benefits available to you. We'll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)
- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care.
 - ◆ Notifying out-of-network providers when seeking care (unless it is an emergency) that although you are enrolled in our plan, the provider should bill Original Medicare. You should present your membership card and your Medicare card.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - ◆ To help your doctors and other health care providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.

- ◆ Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
- ◆ If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - ◆ You must pay your plan premiums to continue being a member of our plan (see Chapter 1, Section 4.1).
 - ◆ In order to be eligible for our plan, you must have Medicare Part B (or both Part A and Part B). For that reason, some plan members must pay a premium for Medicare Part A and most plan members must pay a premium for Medicare Part B to remain a member of our plan.
 - ◆ For most of your medical services covered by our plan, you must pay your share of the cost when you get the service. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 4 tells you what you must pay for your medical services.
 - ◆ If you get any medical services that are not covered by our plan or by other insurance you may have, you must pay the full cost.
 - ◆ If you disagree with our decision to deny coverage for a service, you can make an appeal. Please see Chapter 7 of this booklet for information about how to make an appeal.
- **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Member Services (phone numbers are printed on the back cover of this booklet).
 - ◆ If you move outside of our plan service area, you cannot remain a member of our plan. (Chapter 1 tells you about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a special enrollment period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
 - ◆ If you move within our service area, we still need to know so we can keep your membership record up-to-date and know how to contact you.
 - ◆ If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
- **Call Member Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
 - ◆ Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
 - ◆ For more information about how to reach us, including our mailing address, please see Chapter 2.

**CHAPTER 7. What to do if you have a problem or complaint
(coverage decisions, appeals, and complaints)**

Background 108

SECTION 1. Introduction 108

Section 1.1 What to do if you have a problem or concern 108

Section 1.2 What about the legal terms? 108

**SECTION 2. You can get help from government organizations that are
not connected with us 109**

Section 2.1 Where to get more information and personalized assistance 109

SECTION 3. To deal with your problem, which process should you use?..... 109

Section 3.1 Should you use the process for coverage decisions and appeals? Or should
you use the process for making complaints? 109

Coverage decisions and appeals 110

SECTION 4. A guide to the basics of coverage decisions and appeals 110

Section 4.1 Asking for coverage decisions and making appeals—*The big picture* 110

Section 4.2 How to get help when you are asking for a coverage decision or making
an appeal 111

Section 4.3 Which section of this chapter gives the details for your situation? 112

**SECTION 5. Your medical care: How to ask for a coverage decision or
make an appeal 112**

Section 5.1 This section tells what to do if you have problems getting coverage for
medical care or if you want us to pay you back for our share of the cost of
your care 112

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to
authorize or provide the medical care coverage you want) 114

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of
a medical care coverage decision made by our plan) 117

Section 5.4 Step-by-step: How a Level 2 Appeal is done 119

Section 5.5 What if you are asking us to pay you for our share of a bill you have
received for medical care? 121

SECTION 6. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.....	122
Section 6.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights	122
Section 6.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date	123
Section 6.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date	126
Section 6.4 What if you miss the deadline for making your Level 1 Appeal?.....	127
SECTION 7. How to ask us to keep covering certain medical services if you think your coverage is ending too soon.....	129
Section 7.1 <i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services	129
Section 7.2 We will tell you in advance when your coverage will be ending.....	130
Section 7.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time.....	131
Section 7.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time.....	133
Section 7.5 What if you miss the deadline for making your Level 1 Appeal?.....	134
SECTION 8. Taking your appeal to Level 3 and beyond	136
Section 8.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals.....	136
Making complaints	138
SECTION 9. How to make a complaint about quality of care, waiting times, customer service, or other concerns.....	138
Section 9.1 What kinds of problems are handled by the complaint process?.....	138
Section 9.2 The formal name for "making a complaint" is "filing a grievance"	139
Section 9.3 Step-by-step: Making a complaint.....	140
Section 9.4 You can also make complaints about quality of care to the Quality Improvement Organization.....	141
Section 9.5 You can also tell Medicare about your complaint.....	141

Background

SECTION 1. Introduction

Section 1.1 What to do if you have a problem or concern

This chapter explains two types of processes for handling problems and concerns:

- For some types of problems, you need to use the process for coverage decisions and appeals.
- For other types of problems, you need to use the process for making complaints.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by you and us.

Which one do you use?

That depends upon the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says "making a complaint" rather than "filing a grievance," "coverage decision" rather than "organization determination" and "Independent Review Organization" instead of "Independent Review Entity." It also uses abbreviations as little as possible.

However, it can be helpful, and sometimes quite important, for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2. You can get help from government organizations that are not connected with us

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations, you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3, of this booklet.

You can also get help and information from Medicare

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- You can visit the Medicare website (<http://www.medicare.gov>).

SECTION 3. To deal with your problem, which process should you use?

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help you with your specific problem or concern, **START HERE:**

Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care is covered or not, the way in which it is covered, and problems related to payment for medical care.)

- **Yes, my problem is about benefits or coverage:**

Go to the next section in this chapter, **Section 4:** "A guide to the basics of coverage decisions and appeals."

- **No, my problem is not about benefits or coverage:**

Skip ahead to **Section 9 at the end of this chapter:** "How to make a complaint about quality of care, waiting times, customer service, or other concerns."

Coverage decisions and appeals

SECTION 4. A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals—*The big picture*

The process for coverage decisions and appeals deals with problems related to your benefits and coverage for medical services, including problems related to payment. This is the process you use for issues such as whether something is covered or not, and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. For example, your network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision, if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a service is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision.

If we say *no* to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

Section 4.2 How to get help when you are asking for a coverage decision or making an appeal

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call Member Services** (phone numbers are printed on the back cover of this booklet).
- To get free help from an independent organization that is not connected with our plan, **contact your State Health Insurance Assistance Program** (see Section 2 in this chapter).
- **Your doctor can make a request for you.**
 - ◆ For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your "representative" to ask for a coverage decision or make an appeal.
 - ◆ There may be someone who is already legally authorized to act as your representative under state law.
 - ◆ If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. (The form is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>.) The form gives that person permission to act on your behalf. It must be signed by you and by the person whom you would like to act on your behalf. You must give us a copy of the signed form.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, you are not required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

Section 4.3 Which section of this chapter gives the details for your situation?

There are three different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- Section 5 in this chapter: "Your medical care: How to ask for a coverage decision or make an appeal."
- Section 6 in this chapter: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- Section 7 in this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (applies to these services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services).

If you're not sure which section you should be using, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)." To keep things simple, we generally refer to "medical care coverage" or "medical care" in the rest of this section, instead of repeating "medical care or treatment or services" every time.

If you have a complaint about a bill when you receive care from an out-of-network provider, the appeals process described will not apply, unless you were directed to go to an out-of-network provider by the plan or one of the network providers for care covered by our plan (for example, an authorized referral).

You should refer to the notice of the service (called the "Medicare Summary Notice") you receive from Original Medicare. The Medicare Summary Notice provides information on how to appeal a decision made by Original Medicare.

This section tells you what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. We will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by our plan.
3. You have received medical care or services that you believe should be covered by our plan, but we have said we will not pay for this care.
4. You have received and paid for medical care or services that you believe should be covered by our plan, and you want to ask us to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.

Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:

- **Chapter 7, Section 6:** "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- **Chapter 7, Section 7:** "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.

For all other situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you want to find out whether we will cover the medical care or services you want?	You can ask us to make a coverage decision for you. Go to the next section in this chapter, Section 5.2 .

Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for?	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 5.3 in this chapter.
Do you want to ask us to pay you back for medical care or services you have already received and paid for?	You can send us the bill. Skip ahead to Section 5.5 in this chapter.

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want)

Legal Terms
When a coverage decision involves your medical care, it is called an " organization determination. "

Step 1: You ask us to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a "fast coverage decision."

Legal Terms
A "fast coverage decision" is called an " expedited determination. "

How to request coverage for the medical care you want

- Start by calling, writing, or faxing us to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days after we receive your request.**

- However, we can take up to 14 more calendar days if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the

process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

If your health requires it, ask us to give you a "fast coverage decision"

- **A fast coverage decision means we will answer within 72 hours.**
 - ◆ However, we can take up to 14 more calendar days if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for coverage for medical care you have not yet received. (You cannot get a fast coverage decision if your request is about payment for medical care you have already received.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor tells us that your health requires a "fast coverage decision," we will automatically agree to give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor's support, we will decide whether your health requires that we give you a fast coverage decision.**
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a "fast coverage decision"

- Generally, for a fast coverage decision, we will give you our answer **within 72 hours**.
 - ◆ As explained above, **we can take up to 14 more calendar days** under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)

- ◆ If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is *no* to part or all of what you requested, we will send you a detailed written explanation as to why we said no.

Deadlines for a "standard coverage decision"

- Generally, for a standard coverage decision, we will give you our answer **within 14 calendar days of receiving your request.**
 - ◆ We can take up to 14 more calendar days ("an extended time period") under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)
 - ◆ If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 14 calendar days after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is *no* to part or all of what you requested, we will send you a written statement that explains why we said no.

Step 3: If we say *no* to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say *no*, you have the right to ask us to reconsider, and perhaps change this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)
--

Legal Terms

An appeal to our plan about a medical care coverage decision is called a plan " reconsideration ."

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start an appeal, you, your doctor, or your representative must contact us.** For details about how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
 - ◆ If you have someone appealing our decision for you other than your doctor, your appeal must include an "Appointment of Representative" form authorizing this person to represent you. To get the form, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. It is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>. While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision.
- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.

- ◆ If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal" (you can make a request by calling us)

Legal Terms

A "fast appeal" is also called an " expedited reconsideration. "

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a "fast appeal."
- The requirements and procedures for getting a "fast appeal" are the same as those for getting a "fast coverage decision." To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a "fast appeal," we will give you a fast appeal.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said **no** to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a "fast appeal"

- When we are using the fast deadlines, we must give you our answer **within 72 hours** after we receive your appeal. We will give you our answer sooner if your health requires us to do so.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**. If we decide to take extra days to make the decision, we will tell you in writing.
 - ◆ If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - ◆ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days.**
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 9 in this chapter.)
 - ◆ If we do not give you an answer by the deadline above, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- If our answer is *no* to part or all of what you requested, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Step 3: If our plan says *no* to part or all of your appeal, your case will automatically be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said *no* to your appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

Section 5.4 Step-by-step: How a Level 2 Appeal is done

If we say *no* to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the " Independent Review Entity. " It is sometimes called the " IRE. "

Step 1: The Independent Review Organization reviews your appeal.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- We will send the information about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
- You have a right to give the Independent Review Organization additional information to support your appeal.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

*If you had a "fast appeal" at Level 1, you will also have a "**fast appeal**" at Level 2*

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 72 hours of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

*If you had a "standard appeal" at Level 1, you will also have a "**standard appeal**" at Level 2*

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 30 calendar days of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

Step 2: The Independent Review Organization gives you their answer.

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- If the review organization says **yes** to part or all of what you requested, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization.
- If this organization says **no** to part or all of your appeal, it means they agree with us that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision." It is also called "turning down your appeal.")
 - ◆ If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you got after your Level 2 Appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading Chapter 5 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services." Chapter 5 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells you how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 4.1 in this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service; see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)." We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: "Using our plan's coverage for your medical services").

We will say *yes* or *no* to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or if you haven't paid for the services, we will send the payment directly to the provider. (When we send the payment, it's the same as saying *yes* to your request for a coverage decision.)
- If the medical care is not covered, or you did not follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3 of this chapter. Go to this part for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is **yes** at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

SECTION 6. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "**discharge date**."
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

Section 6.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

During your covered hospital stay, you will be given a written notice called **An Important Message from Medicare about Your Rights**. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- Read this notice carefully and ask questions if you don't understand it. It tells you about your rights as a hospital patient, including:

- ◆ Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
- ◆ Your right to be involved in any decisions about your hospital stay, and know who will pay for it.
- ◆ Where to report any concerns you have about quality of your hospital care.
- ◆ Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

Legal Terms

The written notice from Medicare tells you how you can " request an immediate review. " Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 6.2 below tells you how you can request an immediate review.)

- **You must sign the written notice** to show that you received it and understand your rights.
 - ◆ You or someone who is acting on your behalf must sign the notice. (Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative.)
 - ◆ Signing the notice shows **only** that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice does **not** mean you are agreeing on a discharge date.
- **Keep your copy** of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.
 - ◆ If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
 - ◆ To look at a copy of this notice in advance, you can call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. You can also see it online at **<http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>**.

Section 6.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date
--

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.

- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.

It checks to see if your planned discharge date is medically appropriate for you.

Step 1: Contact the Quality Improvement Organization for your state and ask for a "fast review" of your hospital discharge. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

How can you contact this organization?

- The written notice you received (**An Important Message from Medicare About Your Rights**) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization **before** you leave the hospital and **no later than your planned discharge date**. (Your "planned discharge date" is the date that has been set for you to leave the hospital.)
 - ♦ **If you meet this deadline**, you are allowed to stay in the hospital after your discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.
 - ♦ **If you do not meet this deadline**, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 6.4.

Ask for a "fast review":

- You must ask the Quality Improvement Organization for a "fast review" of your discharge. Asking for a "fast review" means you are asking for the organization to use the "fast" deadlines for an appeal instead of using the standard deadlines.

Legal Terms
A "fast review" is also called an "immediate review" or an "expedited review."

Step 2: The Quality Improvement Organization conducts an independent review of your case.*What happens during this review?*

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives you your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

Legal Terms
This written explanation is called the "Detailed Notice of Discharge." You can get a sample of this notice by calling Member Services (phone numbers are printed on the back cover of this booklet) or 1-800-MEDICARE (1-800-633-4227) , 24 hours a day, 7 days a week. (TTY users should call 1-877-486-2048 .) Or you can see a sample notice online at http://www.cms.hhs.gov/BNI/ .

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.*What happens if the answer is **yes**?*

- If the review organization says **yes** to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet.)

*What happens if the answer is **no**?*

- If the review organization says **no** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for your **inpatient hospital**

services will end at noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

- If the review organization says **no** to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost of hospital care** you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 Appeal is no, you decide if you want to make another appeal.

- If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to "Level 2" of the appeals process.

Section 6.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 calendar days** after the day the Quality Improvement Organization said **no** to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

If the review organization says yes:

- We must reimburse you for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- You must continue to pay your share of the costs and coverage limitations may apply.

*If the review organization says **no**:*

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further by going on to Level 3.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 6.4 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 6.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. ("Quickly" means before you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Legal Terms

A "fast review" (or "fast appeal") is also called an "**expedited appeal**."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, **go to Chapter 2**, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of your planned discharge date, checking to see if it was medically appropriate.

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
- **If you stayed in the hospital after your planned discharge date, then you may have to pay the full cost of hospital care you received after the planned discharge date.**

*Step 4: If we say **no** to your fast appeal, your case will automatically be sent on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that you are **automatically** going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint.)

The complaint process is different from the appeals process. Section 9 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The Independent Review Organization is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- If this **organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue our plan's coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with us that your planned hospital discharge date was medically appropriate.
 - ♦ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by a judge.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say **no** to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 7. How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 7.1 This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services

This section is **only** about the following types of care:

- **Home health care services** you are getting.

- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a "skilled nursing facility," see Chapter 10, "Definitions of important words.")
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 10, "Definitions of important words.")

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information about your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, **we will stop paying our share of the cost for your care.**

If you think we are ending the coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Section 7.2 We will tell you in advance when your coverage will be ending

- **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
 - ♦ The written notice tells you the date when we will stop covering the care for you.
 - ♦ The written notice also tells you what you can do if you want to ask us to change this decision about when to end your care, and keep covering it for a longer period of time.

Legal Terms

In telling you what you can do, the written notice is telling how you can request a "**fast-track appeal.**" Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 7.3 below tells you how you can request a fast-track appeal.)

The written notice is called the "**Notice of Medicare Non-Coverage.**" To get a sample copy, call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048.**) Or see a copy online at <http://www.cms.hhs.gov/BNI/>.

- You must sign the written notice to show that you received it.
 - ♦ You or someone who is acting on your behalf must sign the notice. (Section 4 tells you how you can give written permission to someone else to act as your representative.)

- ◆ Signing the notice shows **only** that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with us that it's time to stop getting the care.

Section 7.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 9 in this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.

Step 1: Make your Level 1 Appeal: Contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care experts who are paid by the federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

How can you contact this organization?

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

What should you ask for?

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

Your deadline for contacting this organization.

- You must contact the Quality Improvement Organization to start your appeal no later than noon of the day after you receive the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 7.5 in this chapter.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers inform us of your appeal, you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

Legal Terms
This notice of explanation is called the " Detailed Explanation of Non-Coverage. "

Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

*What happens if the reviewers say **yes** to your appeal?*

- If the reviewers say **yes** to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

*What happens if the reviewers say **no** to your appeal?*

- If the reviewers say **no** to your appeal, then **your coverage will end** on the date we have told you. We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after this date when your coverage ends, **then you will have to pay the full cost of this care yourself.**

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say *no* to your Level 1 Appeal, and you choose to continue getting care after your coverage for the care has ended, then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.

Section 7.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.

*What happens if the review organization says **yes** to your appeal?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says **no**?*

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.

- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 7.5 What if you miss the deadline for making your Level 1 Appeal?
--

You can appeal to us instead

As explained above in Section 7.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A "fast review" (or "fast appeal") is also called an " expedited appeal ."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast review" of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending our plan's coverage for services you were receiving.
- We will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say *yes* to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say *no* to your fast appeal**, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end, **then you will have to pay the full cost of this care yourself.**

*Step 4: If we say **no** to your fast appeal, your case will automatically go on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, **we are required to send your appeal to the Independent Review Organization.** When we do this, it means that you are automatically going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 9 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The **Independent Review Organization** is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says *yes*** to your appeal, then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says *no* to your appeal**, it means they agree with the decision our plan made to your first appeal and will not change it.
 - ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say ***no*** to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 8 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 8. Taking your appeal to Level 3 and beyond

Section 8.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the administrative law judge says *yes* to your appeal, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 4. Unlike a decision at

Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.

- ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the judge's decision.
- ◆ If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the administrative law judge says *no* to your appeal, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says ***no*** to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, or if the Appeals Council denies our request to review a favorable Level 3 Appeal decision, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Appeals Council's decision.
 - ◆ If we decide to appeal the decision, we will let you know in writing.
- **If the answer is *no* or if the Appeals Council denies the review request, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says ***no*** to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the administrative appeals process.

Making complaints

SECTION 9. How to make a complaint about quality of care, waiting times, customer service, or other concerns



If your problem is about decisions related to benefits, coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 in this chapter.

Section 9.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive.

If you have a complaint regarding a service provided by a hospital or skilled nursing facility that is not part of our network, follow the complaint process established by Original Medicare. However, if you have a complaint involving a network hospital or skilled nursing facility (or you were directed to go to an out-of-network hospital or skilled nursing facility by our plan or one of the network providers), you will follow the instructions contained in this section. This is true even if you received a Medicare Summary Notice indicating that a claim was processed but not covered by Original Medicare. Furthermore, if you have a complaint regarding an emergency or urgently needed service, or the cost-sharing for hospital or skilled nursing facility services, you will follow the instructions contained in this section.

Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can "make a complaint":

- **Quality of your medical care**
 - ◆ Are you unhappy with the quality of care you have received (including care in the hospital)?
- **Respecting your privacy**
 - ◆ Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?
- **Disrespect, poor customer service, or other negative behaviors**
 - ◆ Has someone been rude or disrespectful to you?
 - ◆ Are you unhappy with how our Member Services has treated you?
 - ◆ Do you feel you are being encouraged to leave our plan?
- **Waiting times**
 - ◆ Are you having trouble getting an appointment, or waiting too long to get it?

- ◆ Have you been kept waiting too long by doctors or other health professionals? Or by Member Services or other staff at our plan?
- ◆ Examples include waiting too long on the phone, in the waiting room, or in the exam room.
- **Cleanliness**
 - ◆ Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
- **Information you get from our plan**
 - ◆ Do you believe we have not given you a notice that we are required to give?
 - ◆ Do you think written information we have given you is hard to understand?

Timeliness (these types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)

The process of asking for a coverage decision and making appeals is explained in Sections 4–8 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:

- If you have asked us to give you a "fast coverage decision" or a "fast appeal," and we have said we will not, you can make a complaint.
- If you believe our plan is not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.
- When a coverage decision we made is reviewed and our plan is told that we must cover or reimburse you for certain medical services, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.
- When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 9.2 The formal name for "making a complaint" is "filing a grievance"

Legal Terms
<ul style="list-style-type: none"> ● What this section calls a "complaint" is also called a "grievance." ● Another term for "making a complaint" is "filing a grievance." ● Another way to say "using the process for complaints" is "using the process for filing a grievance."

Section 9.3 Step-by-step: Making a complaint**Step 1: Contact us promptly—either by phone or in writing.**

- **Usually calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Call toll-free **1-888-777-5536** (TTY **711**), seven days a week, 8 a.m. to 8 p.m.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to you in writing. We will also respond in writing when you make a complaint by phone if you request a written response or your complaint is related to quality of care.
- **If you have a complaint, we will try to resolve your complaint over the phone.** If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. Your grievance must explain your concern, such as why you are dissatisfied with the services you received. Please see Chapter 2 for whom you should contact if you have a complaint.
 - ◆ You must submit your grievance to us (orally or in writing) within 60 calendar days of the event or incident. We must address your grievance as quickly as your health requires, but no later than 30 calendar days after receiving your complaint. We may extend the time frame to make our decision by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.
 - ◆ You can file a fast grievance about our decision not to expedite a coverage decision or appeal, or if we extend the time we need to make a decision about a coverage decision or appeal. We must respond to your fast grievance within 24 hours.
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
- **If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal,"** we will automatically give you a "fast complaint." If you have a "fast complaint," it means we will give you an answer **within 24 hours**.

Legal Terms

What this section calls a "**fast complaint**" is also called an "**expedited grievance**."

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.

- **Most complaints are answered in 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

Section 9.4 You can also make complaints about quality of care to the Quality Improvement Organization

You can make your complaint about the quality of care you received to us by using the step-by-step process outlined above.

When your complaint is about quality of care, you also have two extra options:

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (without making the complaint to us).
 - ♦ The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.
 - ♦ To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

Section 9.5 You can also tell Medicare about your complaint

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call **1-800-MEDICARE (1-800-633-4227)**. TTY/TDD users can call **1-877-486-2048**.

CHAPTER 8. Ending your membership in our plan

SECTION 1. Introduction	143
Section 1.1 This chapter focuses on ending your membership in our plan.....	143
SECTION 2. When can you end your membership in our plan?	143
Section 2.1 You can end your membership at any time.....	143
Section 2.2 Where can you get more information about when you can end your membership?	143
SECTION 3. How do you end your membership in our plan?	144
Section 3.1 To end your membership, you must ask us in writing	144
SECTION 4. Until your membership ends, you must keep getting your medical services through our plan	145
Section 4.1 Until your membership ends, you are still a member of our plan	145
SECTION 5. We must end your membership in our plan in certain situations.....	145
Section 5.1 When must we end your membership in our plan?	145
Section 5.2 We <u>cannot</u> ask you to leave our plan for any reason related to your health.....	146
Section 5.3 You have the right to make a complaint if we end your membership in our plan	146

SECTION 1. Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in our plan may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- **You might leave our plan because you have decided that you want to leave.**
 - ◆ You can disenroll from our plan at any time. Section 2 tells you more about when you can end your membership in our plan.
 - ◆ The process for voluntarily ending your membership varies depending upon what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care through our plan until your membership ends.

SECTION 2. When can you end your membership in our plan?

Section 2.1 You can end your membership at any time

You can disenroll from this plan at any time. You may switch to Original Medicare, or if you have a special enrollment period, you may enroll in a Medicare Advantage or another Medicare prescription drug plan. Your membership will usually end on the last day of the month in which we receive your request to change your plan.

Section 2.2 Where can you get more information about when you can end your membership?

If you have any questions or would like more information about when you can end your membership:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can find the information in the **Medicare & You** 2016 handbook.
 - ◆ Everyone with Medicare receives a copy of **Medicare & You** each fall. Those new to Medicare receive it within a month after first signing up.
 - ◆ You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or you can order a printed copy by calling Medicare at the number below.

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

- You can contact **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3. How do you end your membership in our plan?

Section 3.1 To end your membership, you must ask us in writing

You may end your membership in our plan at any time during the year and change to Original Medicare. To end your membership, you must make a request in writing to us. Your membership will end on the last day of the month in which we receive your request. Contact us if you need more information on how to do this. The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> • Another Medicare health plan. 	<ul style="list-style-type: none"> • Enroll in the Medicare health plan. • You will automatically be disenrolled from our plan when your new plan's coverage begins.
<ul style="list-style-type: none"> • Original Medicare with a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet). Then contact the Medicare prescription drug plan that you want to enroll in and ask to be enrolled. • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048. • You will be disenrolled from our plan when your coverage in Original Medicare begins. If you join a Medicare prescription drug plan, that coverage should begin at this time as well.
<ul style="list-style-type: none"> • Original Medicare without a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information about how to do this (phone numbers are printed on the back cover of this booklet). • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

If you would like to switch from our plan to:

This is what you should do:

- You will be disenrolled from our plan when your coverage in Original Medicare begins.

SECTION 4. Until your membership ends, you must keep getting your medical services through our plan

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave our plan, it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information about when your new coverage begins.) During this time, you must continue to get your medical care through our plan.

- If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged (even if you are discharged after your new health coverage begins).
- If you use out-of-network providers to obtain medical services, the services are covered under Original Medicare. You will be responsible for Original Medicare's cost-sharing for such services, with the exception of emergency and urgently needed services.

SECTION 5. We must end your membership in our plan in certain situations

Section 5.1 When must we end your membership in our plan?

We must end your membership in our plan if any of the following happen:

- If you do not stay continuously enrolled in Part B. Members must stay continuously enrolled in Part B.
- If you move out of our service area or if you are away from our service area for more than 90 days.
 - ♦ If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area. Phone numbers for Member Services are printed on the back cover of this booklet.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.

- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
 - ◆ If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you do not pay our plan premiums.

Where can you get more information?

If you have questions or would like more information about when we can end your membership:

- You can call Member Services for more information (phone numbers are printed on the back cover of this booklet).

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

We are not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in Chapter 7, Section 9, for information about how to make a complaint.

CHAPTER 9. Legal notices

SECTION 1. Notice about governing law.....	148
SECTION 2. Notice about nondiscrimination.....	148
SECTION 3. Notice about Medicare Secondary Payer subrogation rights.....	148
SECTION 4. Administration of this Evidence of Coverage	148
SECTION 5. Applications and statements.....	148
SECTION 6. Assignment.....	149
SECTION 7. Attorney and advocate fees and expenses	149
SECTION 8. Coordination of benefits	149
SECTION 9. Employer responsibility.....	149
SECTION 10. Evidence of Coverage binding on members.....	149
SECTION 11. Government agency responsibility.....	150
SECTION 12. Member nonliability.....	150
SECTION 13. No waiver	150
SECTION 14. Notices	150
SECTION 15. Overpayment recovery.....	150
SECTION 16. Third party liability	150
SECTION 17. U.S. Department of Veterans Affairs.....	151
SECTION 18. Workers' compensation or employer's liability benefits.....	151
SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance.....	152

SECTION 1. Notice about governing law

Many laws apply to this **Evidence of Coverage** and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2. Notice about nondiscrimination

We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare health plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

SECTION 3. Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Kaiser Permanente Medicare Plus, as a Medicare Cost Plan sponsor, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any state laws.

SECTION 4. Administration of this Evidence of Coverage

We may adopt reasonable policies, procedures, and interpretations to promote orderly and efficient administration of this **Evidence of Coverage**.

SECTION 5. Applications and statements

You must complete any applications, forms, or statements that we request in our normal course of business or as specified in this **Evidence of Coverage**.

SECTION 6. Assignment

You may not assign this **Evidence of Coverage** or any of the rights, interests, claims for money due, benefits, or obligations hereunder without our prior written consent.

SECTION 7. Attorney and advocate fees and expenses

In any dispute between a member and Health Plan, the Medical Group, or Kaiser Foundation Hospitals, each party will bear its own fees and expenses, including attorneys' fees, advocates' fees, and other expenses.

SECTION 8. Coordination of benefits

As described in Chapter 1 (Section 7) "How other insurance works with our plan," if you have other insurance, you are required to use your other coverage in combination with your coverage as a Medicare Plus member to pay for the care you receive. This is called "coordination of benefits" because it involves coordinating all of the health benefits that are available to you. You will get your covered care as usual from network providers, and the other coverage you have will simply help pay for the care you receive.

If your other coverage is the primary payer, it will often settle its share of payment directly with us, and you will not have to be involved. However, if payment owed to us by a primary payer is sent directly to you, you are required by Medicare law to give this primary payment to us. For more information about primary payments in third party liability situations, see Section 16, and for primary payments in workers' compensation cases, see Section 18.

You must tell us if you have other health care coverage, and let us know whenever there are any changes in your additional coverage.

SECTION 9. Employer responsibility

For any services that the law requires an employer to provide, we will not pay the employer, and when we cover any such services, we may recover the value of the services from the employer.

SECTION 10. Evidence of Coverage binding on members

By electing coverage or accepting benefits under this **Evidence of Coverage**, all members legally capable of contracting, and the legal representatives of all members incapable of contracting, agree to all provisions of this **Evidence of Coverage**.

SECTION 11. Government agency responsibility

For any services that the law requires be provided only by or received only from a government agency, we will not pay the government agency, and when we cover any such services we may recover the value of the services from the government agency.

SECTION 12. Member nonliability

Our contracts with network providers provide that you are not liable for any amounts we owe. However, you are liable for the cost of noncovered services you obtain from network providers or out-of-network providers.

SECTION 13. No waiver

Our failure to enforce any provision of this **Evidence of Coverage** will not constitute a waiver of that or any other provision, or impair our right thereafter to require your strict performance of any provision.

SECTION 14. Notices

Our notices to you will be sent to the most recent address we have. You are responsible for notifying us of any change in your address. If you move, please call Member Services (phone numbers are printed on the back of this booklet) and Social Security at **1-800-772-1213** (TTY **1-800-325-0778**) as soon as possible to report your address change.

SECTION 15. Overpayment recovery

We may recover any overpayment we make for services from anyone who receives such an overpayment or from any person or organization obligated to pay for the services.

SECTION 16. Third party liability

As stated in Chapter 1, Section 7, third parties who cause you injury or illness (and/or their insurance companies) usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue these primary payments. If you obtain a judgment or settlement from or on behalf of a third party who allegedly caused an injury or illness for which you received covered services, you must pay us "Plan Charges" for those services. **Note:** This Section 16 does not affect your obligation to pay cost-sharing for these services, but we will credit any such payments toward the amount you must pay us under this section. Please refer to Chapter 10 for the definition of "Plan Charges."

To the extent permitted or required by law, we have the option of becoming subrogated to all claims, causes of action, and other rights you may have against a third party or an insurer, government program, or other source of coverage for monetary damages, compensation, or indemnification on account of the injury or illness allegedly caused by the third party. We will be so subrogated as of the time we mail or deliver a written notice of our exercise of this option to you or your attorney, but we will be subrogated only to the extent of the total of Plan Charges for the relevant services.

To secure our rights, we will have a lien on the proceeds of any judgment or settlement you or we obtain against a third party. The proceeds of any judgment or settlement that you or we obtain shall first be applied to satisfy our lien, regardless of whether the total amount of the proceeds is less than the actual losses and damages you incurred.

Within 30 days after submitting or filing a claim or legal action against a third party, you must send written notice of the claim or legal action to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Attention: Patient Financial Services Dep't
2101 East Jefferson Street, Rockville, Maryland 20852

In order for us to determine the existence of any rights we may have and to satisfy those rights, you must complete and send us all consents, releases, authorizations, assignments, and other documents, including lien forms directing your attorney, the third party, and the third party's liability insurer to pay us directly. You may not agree to waive, release, or reduce our rights under this provision without our prior, written consent.

If your estate, parent, guardian, or conservator asserts a claim against a third party based on your injury or illness, your estate, parent, guardian, or conservator and any settlement or judgment recovered by the estate, parent, guardian, or conservator shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the third party. We may assign our rights to enforce our liens and other rights.

SECTION 17. U.S. Department of Veterans Affairs

For any services for conditions arising from military service that the law requires the Department of Veterans Affairs to provide, we will not pay the Department of Veterans Affairs, and when we cover any such services we may recover the value of the services from the Department of Veterans Affairs.

SECTION 18. Workers' compensation or employer's liability benefits

As stated in Chapter 1, Section 7, workers' compensation usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue primary payments under workers' compensation or employer's liability law. You may be eligible for payments or other benefits, including amounts received as a settlement (collectively referred to as "Financial Benefit"), under workers' compensation or employer's liability law. We will provide covered services even if it is unclear

whether you are entitled to a Financial Benefit, but we may recover the value of any covered services from the following sources:

- From any source providing a Financial Benefit or from whom a Financial Benefit is due.
- From you, to the extent that a Financial Benefit is provided or payable or would have been required to be provided or payable if you had diligently sought to establish your rights to the Financial Benefit under any workers' compensation or employer's liability law.

SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance

We are subject to regulation in this Commonwealth by the State Corporation Commission Bureau of Insurance pursuant to Title 38.2 and by the Virginia Department of Health pursuant to Title 32.1.

In the event you need to contact someone about this insurance for any reason, please contact your agent. If no agent was involved in the sale of this insurance, or if you have additional questions, you may contact Kaiser Permanente at the following address and telephone number:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
P.O. Box 6831
2101 East Jefferson Street
Rockville MD 20849-6831
301-468-6000 or 1-800-777-7902

We recommend that you familiarize yourself with our customer satisfaction and appeals processes as described in Chapter 7: "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," and make use of it before taking any other action.

If you have been unable to contact or obtain satisfaction from the company or your agent, you may contact the Virginia State Corporation Commission's Bureau of Insurance at:

State Corporation Commission
Bureau of Insurance
P.O. Box 115
Richmond VA 23218
804-371-9741 or 1-800-552-7945

Written correspondence is preferable so that a record of your inquiry is maintained. When contacting your agent, Kaiser Permanente, or the Bureau of Insurance, have your policy number available

CHAPTER 10. Definitions of important words

Allowance – A specified credit amount that you can use toward the purchase price of an item. If the price of the item(s) you select exceeds the allowance, you will pay the amount in excess of the allowance, which does not apply to the annual out-of-pocket maximum.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Annual Enrollment Period – A set time each fall when members can change their health or drug plans. The Annual Enrollment Period is from October 15 until December 7. (As a member of a Medicare Cost Plan, you can switch to Original Medicare at any time. But you can only join a new Medicare health or drug plan during certain times of the year, such as the Annual Enrollment Period.)

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or payment for services you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for an item or service you think you should be able to receive. Chapter 7 explains appeals, including the process involved in making an appeal.

Balance Billing – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost-sharing amount. As a member of our plan, you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

Benefit Period – The way that both our plan and Original Medicare measure your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Coinsurance – An amount you may be required to pay as your share of the cost for services. Coinsurance is usually a percentage (for example, 20%) of Plan Charges.

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used for certain types of problems only. This includes problems related to quality of care, waiting times, and the customer service you receive. See also "Grievance," in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Coordination of Benefits (COB) – Coordination of Benefits is a provision used to establish the order in which claims are paid when you have other insurance. If you have Medicare and other health insurance or coverage, each type of coverage is called a "payer." When there is more than one payer, there are "coordination of benefits" rules that decide which one pays first. The "primary payer" pays what it owes on your bills first, and then sends the rest to the "secondary payer" to pay. If payment owed to us is sent directly to you, you are required under Medicare law to give the payment to us. In some cases, there may also be a third payer. See Chapter 1 (Section 7) and Chapter 9 (Section 8) for more information.

Copayment – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit or hospital outpatient visit. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit.

Cost-Sharing – Cost-sharing refers to amounts that a member has to pay when services are received. (This is in addition to our plan's monthly premium.) Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services are covered; (2) any fixed "copayment" amount that a plan requires when a specific service is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service that a plan requires when the service is received. Note: In some cases, you may not pay all applicable cost-sharing at the time you receive the services, and we will send you a bill later for the cost-sharing. For example, if you receive nonpreventive care during a scheduled preventive care visit, we may bill you later for the cost-sharing applicable to the nonpreventive care. For items ordered in advance, you pay the copayment in effect on the order date (although we will not cover the item unless you still have coverage for it on the date you receive it) and you may be required to pay the copayment when the item is ordered.

Covered Services – The general term we use to mean all of the health care services and items that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Deductible – The amount you must pay for health care before our plan begins to pay.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Durable Medical Equipment – Certain medical equipment that is ordered by your doctor for medical reasons. Examples are walkers, wheelchairs, or hospital beds.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

Emergency Medical Condition – Either: (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a plan hospital (or designated hospital) before delivery or if transfer poses a threat to your (or your unborn child's) health and safety.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Grievance – A type of complaint you make about us or one of our network providers, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Group Health Cooperative (GHC) – When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or GHC service area. GHC is located in parts of Washington and Northern Idaho. For more information, please refer to Chapter 3, Section 2.2, and you may visit GHC's website at ghc.org/about_gh/index.jhtml.

Home Health Aide – A home health aide provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (for example, bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Home Health Care – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered services are listed in the Medical Benefits Chart in Chapter 4. We cover home health care in accord with Medicare guidelines. Home health care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren't covered unless you are also getting a covered skilled service. Home health services do not include the services of housekeepers, food service arrangements, or full-time nursing care at home.

Hospice – An enrollee who has six months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums, you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

Hospital Inpatient Stay – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an "outpatient."

Income Related Monthly Adjustment Amount (IRMAA) – If your income is above a certain limit, you will pay an income-related monthly adjustment amount in addition to your plan premium. For example, individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the seven-month period that begins three months before the month you turn 65, includes the month you turn 65, and ends three months after the month you turn 65.

Inpatient Hospital Care – Health care that you get during an inpatient stay in an acute care general hospital.

Kaiser Foundation Health Plan (Health Plan) – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc, is a nonprofit corporation and a Medicare Cost Plan. This **Evidence of Coverage** sometimes refers to Health Plan as "we" or "us."

Kaiser Permanente – Kaiser Foundation Hospitals, Health Plan, and the Medical Group.

Kaiser Permanente Region – A Kaiser Foundation Health Plan organization or allied plan that conducts a direct-service health care program. When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or Group Health Cooperative service area. For more information, please refer to Chapter 3, Section 2.2.

Long-Term Care Hospital – A Medicare-certified acute-care hospital that typically provide Medicare covered services such as comprehensive rehabilitation, respiratory therapy, head trauma treatment, and pain management. They are not long-term care facilities such as convalescent or assisted living facilities.

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for Part A and Part B services covered by our plan. Amounts you pay for your plan premiums and Medicare Part A and Part B premiums do not count toward the maximum out-of-pocket amount. See Chapter 4, Section 1.2, for information about your maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6, for information about how to contact Medicaid in your state.

Medical Care or Services – Health care services or items. Some examples of health care items include durable medical equipment, eyeglasses, and drugs covered by Medicare Part A or Part B.

Medical Group – It is the network of plan providers that our plan contracts with to provide covered services to you. The name of our medical group is the Mid-Atlantic Permanente Medical Group, P.C., a for-profit professional corporation.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, a PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area, except people with End-Stage Renal Disease (unless certain exceptions apply).

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-Inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

"Medigap" (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Cost Plan is not a Medigap policy.)

Member (Member of our Plan, or "Plan Member") – A person with Medicare who is eligible to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

Network Physician – Any licensed physician who is a partner or employee of the Medical Group, or any licensed physician who contracts to provide services to our members (but not including physicians who contract only to provide referral services).

Network Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. We call them "**network providers**" when they have an agreement with our plan to accept our payment as payment in full, and in some cases, to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as "plan providers."

Organization Determination – The Cost plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. The Cost plan's network provider or facility has also made an organization determination when it provides you with an item or service, or refers you to an out-of-network provider for an item or service. Organization determinations are called "coverage decisions" in this booklet. Chapter 7 explains how to ask us for a coverage decision.

Original Medicare ("Traditional Medicare" or "Fee-for-Service" Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for "Cost-Sharing" above. A member's cost-sharing requirement to pay for a portion of services received is also referred to as the member's "out-of-pocket" cost requirement.

PACE Plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) for as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

Part C – See "**Medicare Advantage (MA) Plan.**"

Plan – Kaiser Permanente Medicare Plus.

Plan Charges – Plan Charges means the following:

- For services provided by the Medical Group or Kaiser Foundation Hospitals, the charges in Health Plan's schedule of Medical Group and Kaiser Foundation Hospitals charges for services provided to members.
- For services for which a provider (other than the Medical Group or Kaiser Foundation Hospitals) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider.
- For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a member for the item if a member's benefit plan did not cover the item (this amount is an estimate of: the cost of acquiring, storing, and dispensing drugs; the direct and indirect costs of providing Kaiser Permanente pharmacy services to members; and the pharmacy program's contribution to the net revenue requirements of Health Plan).
- For all other services, the payments that Kaiser Permanente makes for the services or, if Kaiser Permanente subtracts cost-sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost-sharing.

Post-Stabilization Care – Medically necessary services related to your emergency medical condition that you receive after your treating physician determines that this condition is clinically stable. You are considered clinically stable when your treating physician believes, within a reasonable medical probability and in accordance with recognized medical standards, that you are safe for discharge or transfer and that your condition is not expected to get materially worse during or as a result of the discharge or transfer.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Member cost-sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both network (preferred) and out-of-network (nonpreferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health care or prescription drug coverage.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1, for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services. Some in-network medical services are covered only if your doctor or other network provider gets "prior authorization" from our plan. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4 and described in Chapter 3, Section 2.3.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4, for information about how to contact the QIO for your state.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (nonemergency) services. Our plan may disenroll you if you permanently move out of our plan's service area.

Services – Health care services or items.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Enrollment Period – A set time when members can change their health or drug plans or return to Original Medicare. Situations in which you may be eligible for a special enrollment period include: if you move outside the service area, if you are getting "Extra Help" with your prescription drug costs, if you move into a nursing home, or if we violate our contract with you.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

Kaiser Permanente Medicare Plus Member Services

METHOD	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

State Health Insurance Assistance Program

A State Health Insurance Assistance Program (SHIP) is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. Please refer to Chapter 2, Section 3, for SHIP contact information.

2016 Annual Notice of Changes for Group Members

You are currently enrolled as a member of Kaiser Permanente Medicare Plus. Next year, there will be some changes to our plan's costs and benefits. This booklet tells about some of the changes effective January 1, 2016, unless otherwise noted.

Additional Resources

Member Services has free language interpreter services available for non-English speakers (phone numbers are in Section <5.1/6.1> of this booklet).

This information is available in a different format for the visually impaired by calling Member Services.

About Kaiser Permanente Medicare Plus

Kaiser Permanente is a Medicare Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

When this booklet says "we," "us," or "our," it means Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., (Health Plan). When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

2016 changes

We're sending you this **Annual Notice of Changes** to tell you about the changes our plan is making effective January 1, 2016, for all Kaiser Permanente Medicare Plus group members, in accord with the Centers for Medicare & Medicaid Services (CMS) requirements. This notice only describes changes required by our plan or Medicare. This notice doesn't describe any other changes; for example, changes made at the request of a group. Please contact your group's benefits administrator for more information.

Important things to do:

- Check the changes to our benefits and costs to see if they affect you.** Do the changes affect the services you use? Look in Section 1 for information about benefit and cost changes for our plan.
- Check the changes to our prescription drug coverage to see if they affect you.** Will your drugs be covered? Are they in a different tier? Can you continue to use the same pharmacies? Look in Sections 1.6 and 2 for information about changes to our drug coverage.
- Check to see if your doctors and other providers will be in our network next year.** Are your doctors in our network? What about the hospitals or other providers you use? Look in Section 1.3 for information about our **Provider Directory**.

If you decide to change plans in 2016:

Your group determines eligibility for enrollment under its group plan, including the plans that are available through your group and the times when you can switch to another plan offered by your group.

You must check with your group's benefits administrator before you change your plan. This is important because you may lose benefits you currently receive under your employer or retiree group coverage if you switch plans.

Annual Notice of Changes for 2016

Table of Contents

Section 1. Changes to benefits and costs next year	5
Section 1.1. Changes to the plan premium	5
Section 1.2. Changes to your maximum out-of-pocket amount	5
Section 1.3. Changes to the provider network	6
Section 1.4. Changes to the pharmacy network	6
Section 1.5. Changes to benefits and costs for medical services	6
[Section 1.6. Changes to Part D prescription drug coverage	7]
Section 2. Other changes	9
Section <3/4>. Deciding which plan to choose.....	10
Section 3.1. If you want to stay in our plan	10
Section 3.2. If you want to change plans	10
Section <4/5>. Programs that offer free counseling about Medicare	10
[Section <5/6>. Programs that help pay for prescription drugs.....	11]
Section 6. Questions?.....	12
Section 6.1. Getting help from our plan.....	12
Section 6.2. Getting help from Medicare.....	12

Section 1. Changes to benefits and costs next year

Section 1.1. Changes to the plan premium

Your group will notify you about any change in your group's premium if the change affects the amount you will be expected to pay. If you have any questions about your contribution toward your group's premium, please contact your group's benefits administrator. [You must also continue to pay your Medicare premiums, and if you have a higher income, you may have to pay an additional amount each month directly to the government for your Medicare prescription drug coverage.

- Your contribution to your group's premium may be **more** if you are required to pay a late enrollment penalty.
- Your contribution to your group's premium may be **less** if you are receiving "Extra Help" with your prescription drug costs.]

Section 1.2. Changes to your maximum out-of-pocket amount

To protect you, Medicare requires all health plans to limit how much you pay "out-of-pocket" during the year. This limit is called the "maximum out-of-pocket amount." Once you reach this amount, you generally pay nothing for covered Part A and Part B services (and other health care services not covered by Medicare as described in Chapter 4 of the **Evidence of Coverage**) for the rest of the year.

[{Only include chart if MOOP is changing}]

	2015 (this year)	2016 (next year)
<p>Maximum out-of-pocket amount</p> <p>Your costs for covered medical (and certain health care services not covered by Medicare) services (such as copayments) count toward your maximum out-of-pocket amount. [Your contribution toward your group's premium and costs for Medicare Part D prescription drugs do not count toward your maximum out-of-pocket amount.]</p>	<p>[\$3,400]</p>	<p>[\$3,400]</p> <p>Once you have paid the maximum out-of-pocket amount for covered Part A and Part B services (and certain health care services not covered by Medicare), you will pay nothing for these covered services for the rest of the calendar year.</p>

Section 1.3. Changes to the provider network

There are changes to our network of providers for next year. An updated **Provider Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Provider Directory**. Please review the 2016 **Provider Directory** to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.

It is important that you know that we may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

[Section 1.4. Changes to the pharmacy network

Amounts you pay for your prescription drugs may depend on which pharmacy you use. Medicare drug plans have a network of pharmacies. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies. Our network includes pharmacies with preferred cost-sharing, which may offer you lower cost-sharing than the standard cost-sharing offered by other pharmacies within the network.

There are changes to our network of pharmacies for next year. An updated **Pharmacy Directory** is located on our website at kp.org/directory. You may also call Member Services for updated pharmacy information or to ask us to mail you a **Pharmacy Directory**. Please review the 2016 **Pharmacy Directory** to see which pharmacies are in our network.]

Section 1.5. Changes to benefits and costs for medical services

[There are no changes to your benefits or amounts you pay for medical services. Our benefits and what you pay for these covered services will be exactly the same in 2016 as they are in 2015.]

[We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter

4, "Medical Benefits Chart (what is covered and what you pay)," in your **2016 Evidence of Coverage.**]

Cost	2015 (this year)	2016 (next year)
<Insert benefit>	<p>[You pay <insert 2014 copay> <per visit>][*]</p> <p>[You pay <xx>% of the total cost (Plan Charges) <per visit>][*]</p> <p>[Insert language as needed to accurately describe the benefit; e.g., "per office visit."]</p> <p>[Not covered.][Covered.]</p>	<p>[You pay <insert 2015 copay> <per visit>][*]</p> <p>[You pay <xx>% of the total cost (Plan Charges) <per visit>][*]</p> <p>[Insert language as needed to accurately describe the benefit; e.g., "per office visit."]</p> <p>[Not covered.][Covered.]</p>

[Section 1.6. Changes to Part D prescription drug coverage

Changes to our Drug List

Our list of covered drugs is called a formulary, or Drug List (**Kaiser Permanente 2016 Abridged Formulary**). A copy of our Drug List is in this envelope.

We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.

If you are affected by a change in drug coverage, you can:

- Work with your doctor (or other prescriber) and ask the plan to make an exception to cover the drug.
 - ◆ To learn what you must do to ask for an exception, see Chapter 9 of your **Evidence of Coverage**, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)" or call Member Services.
- Work with your doctor (or other prescriber) to find a different drug that we cover. You can call Member Services to ask for a list of covered drugs that treat the same medical condition.

In some situations, we are required to cover a one-time, temporary supply of a non-formulary drug in the first 90 days of coverage of the plan year. (To learn more about when you can get a temporary supply and how to ask for one, see Chapter 5, Section 5.2, of the **Evidence of Coverage**.) During the time when you are getting a temporary supply of a drug, you should talk with your doctor to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug.

Because our formulary includes all drugs that can be covered under a Medicare Part D prescription drug plan, it is not likely that we made a formulary exception for you during 2015 to cover a drug that is not on our Drug List. However, in the rare case that we did make a formulary exception during 2015, the exception may continue into 2016 as long as your network provider continues to prescribe the drug for you.

Changes to prescription drug costs

Note: If you are in a program that helps pay for your drugs ("Extra Help"), the information about costs for Part D prescription drugs does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also called the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug costs. If you get "Extra Help" and haven't received this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are in Section 6.1 of this booklet.

There are four "drug payment stages." How much you pay for a Part D drug depends on which drug payment stage you are in. (You can look in Chapter 6, Section 2, of your **Evidence of Coverage** for more information about the stages.)

The information below shows the changes for next year to the first two stages—the Yearly Deductible Stage and the Initial Coverage Stage. (Most members do not reach the other two stages—the Coverage Gap Stage or the Catastrophic Coverage Stage. To get information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in the enclosed **Evidence of Coverage**.)

Changes to the Deductible Stage

Because we have no deductible, this payment stage does not apply to you.

Changes to your cost-sharing in the Initial Coverage Stage

To learn how copayments and coinsurance work, look at Chapter 6, Section 1.2, "Types of out-of-pocket costs you may pay for covered drugs," in your Evidence of Coverage.

	2015 (this year)	2016 (next year)
Initial Coverage Stage	Once your total drug	Once your total drug

	2015 (this year)	2016 (next year)
<p>During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost.</p> <p>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</p>	<p>costs have reached [\$4,700] out-of-pocket for Part D drugs, you will move to the Catastrophic Coverage Stage.</p>	<p>costs have reached [\$4,850] out-of-pocket for Part D drugs, you will move to the Catastrophic Coverage Stage.</p>

Changes to the Coverage Gap and Catastrophic Coverage Stages

The other two drug coverage stages—the Coverage Gap Stage and the Catastrophic Coverage Stage—are for people with high drug costs. Most members do not reach the Coverage Gap Stage or the Catastrophic Coverage Stage. For information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in your **Evidence of Coverage.**]

[Section 2. Other changes

{List any administrative changes that impact members (e.g., changes in prior authorization requirements)}

	2015 (this year)	2016 (next year)
Quantity limits on Medicare Part D drugs	We may limit the amount of the supply we will dispense of a Medicare Part D drug to less than a 30-day supply when the prescribed amount is greater.	Not applicable.
<i>{insert a description of the administrative process/item that is changing}</i>	<i>{insert 2014 administrative description}</i>	<i>{insert 2015 administrative description}</i>

]

Section <3/4>. Deciding which plan to choose

Section 3.1. If you want to stay in our plan

Your group determines eligibility for enrollment under its group plan, including the plans that are available through your group and the times when you can switch to another plan offered by your group.

Section 3.2. If you want to change plans

We hope to keep you as a member next year, but if you want to change, you must check with your group's benefits administrator before you change your plan. This is important because you may lose benefits you currently receive under your employer or retiree group coverage if you switch plans.

Section <3/4>. Programs that offer free counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called Health Insurance Counseling Project.
- In Maryland, the SHIP is called Maryland Department of Aging.
- In Virginia, the SHIP is called Virginia Insurance Counseling and Assistance Program.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give **free** local health insurance counseling to people with Medicare. SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call:

Health Insurance Counseling Project (District of Columbia's SHIP)	
CALL	202-994-6272
TTY	202-994-6656 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	2136 Pennsylvania Avenue, N.W., Washington, DC 20052
WEBSITE	www.law.gwu.edu/academics/el/clinics/insurance/

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

Maryland Department of Aging	
CALL	410-767-1100 or toll free 1-800-243-3425
TTY	711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	301 West Preston St., Suite 1007, Baltimore, MD 21201
WEBSITE	mdoa.state.md.us/

Virginia Insurance Counseling and Assistance Program	
CALL	804-662-9333 or toll free 1-800-552-8627
TTY	1-800-552-3402 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	1610 Forest Avenue, Suite 100, Richmond, VA 23229
WEBSITE	vda.virginia.gov

[Section <4/5>. Programs that help pay for prescription drugs

You may qualify for help paying for prescription drugs. There are two basic kinds of help:

- **"Extra Help" from Medicare.** People with limited incomes may qualify for "Extra Help" to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don't even know it. To see if you qualify, call:
 - ♦ **1-800-MEDICARE (1-800-633-4227).** TTY users should call **1-877-486-2048**, 24 hours a day/7 days a week;
 - ♦ The Social Security office at **1-800-772-1213** between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call, **1-800-325-0778** (applications); or
 - ♦ Your state Medicaid office (applications).
- **Help from your state's pharmaceutical assistance program.** Maryland has a program called Maryland Senior Prescription Drug Assistance Program (SPDAP) that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more

1-888-777-5536, seven days a week, 8 a.m. to 8 p.m. (TTY 711)

about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Section 3 of this booklet).

- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.]

Section <5/6>. Questions?

Section 6.1. Getting help from our plan

Questions? We're here to help. Please call Member Services at **1-888-777-5536**. (TTY only, call **711**.) We are available for phone calls seven days a week, 8 a.m. to 8 p.m. Calls to these numbers are free.

Read your 2016 Evidence of Coverage (it has details about benefits and costs)

This **Annual Notice of Changes** gives you a summary of changes in your benefits and costs for 2016 that Medicare or our plan is making. Please keep in mind that groups can make changes to your group plan at any time. For details, look in the 2016 **Evidence of Coverage** for our plan. The **Evidence of Coverage** is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the **Evidence of Coverage** is included in this booklet.

Visit our website

You can also visit our website at **kp.org**. As a reminder, our website has the most up-to-date information about our provider network (**Provider Directory**) and our complete list of covered drugs (**Kaiser Permanente 2016 Comprehensive Formulary**).

Section <5.2/6.2>. Getting help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Visit the Medicare website

You can visit the Medicare website (<http://www.medicare.gov>). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to <http://www.medicare.gov> and click on "Find Health and drug plans.")

Read Medicare & You 2016

You can read the **Medicare & You** 2016 handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (<http://www.medicare.gov>) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.



Kaiser Permanente Medicare Plus Member Services

METHOD	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

State Health Insurance Assistance Program

A State Health Insurance Assistance Program (SHIP) is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. See Chapter 2, Section 3, for SHIP contact information.

Evidence of Coverage

Your Medicare Health Benefits and Services [and Prescription Drug Coverage] as a Member of Kaiser Permanente Medicare Plus Group Plan (Cost)

This booklet gives you the details about your Medicare health care [and prescription drug] coverage from January 1 to December 31, 2016. It explains how to get coverage for the health care services [and prescription drugs] you need.

This is an important legal document. Please keep it in a safe place.

This plan, Kaiser Permanente Medicare Plus, is offered by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., (Health Plan). When this **Evidence of Coverage** says "we," "us," or "our," it means Health Plan. When it says "plan" or "our plan," it means Kaiser Permanente Medicare Plus (Medicare Plus).

Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Member Services has free language interpreter services available for non-English speakers (phone numbers are printed on the back cover of this booklet).

This information is available in a different format for the visually impaired by calling Member Services (phone numbers are on the back cover of this booklet).

Benefits, formulary, pharmacy network, premium, deductible, and/or copayments/coinsurance may change on January 1, 2017.

2016 Evidence of Coverage

Table of Contents

This list of chapters and page numbers is your starting point. For more help in finding information you need, go to the first page of a chapter. You will find a detailed list of topics at the beginning of each chapter.

CHAPTER 1. Getting started as a member..... 1

Explains what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, premiums, your plan membership card, and keeping your membership record up-to-date.

CHAPTER 2. Important phone numbers and resources 12

Tells you how to get in touch with our plan (Medicare Plus) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), programs that help people pay for their prescription drugs, and the Railroad Retirement Board.

CHAPTER 3. Using our plan's coverage for your medical services 26

Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in our plan's network and how to get care when you have an emergency.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay) 39

Gives the details about which types of medical care are covered and *not* covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.

***[Cost plans that do not offer Part D: omit Chapter 5]* CHAPTER 5. Using our plan's coverage for your Part D prescription drugs 102**

Explains rules you need to follow when you get your Part D drugs. Tells how to use our **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary** to find out which drugs are covered. Tells which kinds of drugs are *not* covered. Explains several kinds of restrictions that apply to your coverage for certain drugs. Explains where to get your prescriptions filled. Tells about our plan's programs for drug safety and managing medications.

[Cost plans that do not offer Part D: omit Chapter 6] CHAPTER 6. What you pay for your Part D prescription drugs 122

Tells about the four stages of drug coverage (Deductible Stage, Initial Coverage Stage, Coverage Gap Stage and Catastrophic Coverage Stage) and how these stages affect what you pay for your drugs. Explains the three cost-sharing tiers for your Part D drugs and tells what you must pay for a drug in each cost-sharing tier. Tells about the late enrollment penalty.

CHAPTER 7. Asking us to pay our share of a bill you have received for covered medical services [or drugs] 142

Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services [or drugs].

CHAPTER 8. Your rights and responsibilities 148

Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.

CHAPTER 9. What to do if you have a problem or complaint (coverage decisions, appeals, and complaints) 158

Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care [or prescription drugs] you think are covered by our plan. This includes asking us to make exceptions to the rules or extra restrictions on your coverage [for prescription drugs], and asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.
- Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.

CHAPTER 10. Ending your membership in our plan 210

Explains when and how you can end your membership in our plan. Explains situations in which our plan is required to end your membership.

CHAPTER 11. Legal notices 216

Includes notices about governing law and about nondiscrimination.

CHAPTER 12. Definitions of important words 222

Explains key terms used in this booklet.

AMENDMENT. "What You Need To Know" – Your Important State-mandated Health Care

Benefits and Rights and Other Legal Notices

SECTION 1. Introduction

Section 1.1 You are enrolled in Medicare Plus, which is a Medicare Cost Plan

You are covered by Medicare, and you have chosen to get your Medicare health care [and your prescription drug] coverage through our plan, Kaiser Permanente Medicare Plus.

There are different types of Medicare health plans. Medicare Plus is a Medicare Cost Plan. Like all Medicare health plans, this Medicare Cost Plan is approved by Medicare and run by a private company.

Section 1.2 What is the Evidence of Coverage booklet about?

This **Evidence of Coverage** booklet tells you how to get your Medicare medical care [and prescription drugs] covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of our plan.

The words "coverage" and "covered services" refer to the medical care and services[and the prescription drugs] available to you as a member of our plan.

It's important for you to learn what our plan's rules are and what services are available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** booklet.

If you are confused or concerned or just have a question, please contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.3 Legal information about the Evidence of Coverage

This **Evidence of Coverage** explains what our plan covers in addition to your enrollment form, our [**Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**], and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The **Evidence of Coverage** is in effect for the months in which you are enrolled in Medicare Plus between January 1, 2016, and December 31, 2016, unless amended.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of our plan after December 31, 2016. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2016.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer Medicare Plus and Medicare renews its approval of our plan.

SECTION 2. What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You have Medicare Part B (or you have both Part A and Part B) (Section 2.2 below tells you about Medicare Part A and Medicare Part B).
- – *and* – you live in our geographic service area (Section 2.3 below describes our service area).
- – *and* – you do not have End-Stage Renal Disease (ESRD), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer.

Section 2.2 What are Medicare Part A and Medicare Part B?

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services), skilled nursing facilities, or home health agencies.
- Medicare Part B is for most other medical services (such as physician's services and other outpatient services) and certain items (such as durable medical equipment and supplies).

Section 2.3 Here is our plan service area for Medicare Plus

Although Medicare is a federal program, our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes the city of Washington D.C. and these cities and counties in Maryland and Virginia: Alexandria City, Anne Arundel, Arlington, Baltimore County, Baltimore City, Carroll County, Fairfax City, Fairfax County, Falls Church City, Harford County, Howard County, Loudoun County, Manassas City, Manassas Park City, Montgomery County, Prince George's County, and Prince William County.

Also, our service area includes these parts of counties in Maryland, in the following ZIP codes only:

- **Calvert County:** 20639, 20678, 20689, 20714, 20732, 20736, and 20754.

- **Charles County:** 20601, 20602, 20603, 20604, 20612, 20616, 20617, 20637, 20640, 20643, 20646, 20658, 20675, 20677, and 20695.
- **Frederick County:** 21701, 21702, 21703, 21704, 21705, 21709, 21710, 21714, 21716, 21717, 21718, 21754, 21755, 21758, 21759, 21762, 21769, 21770, 21771, 21774, 21775, 21777, 21790, 21792, and 21793.

In addition, we offer coverage in several states. However, there may be cost or other differences between the plans we offer in each state. If you move out of the state where you live into a state that is still within our service area, you must call Member Services in order to update your information. If you move into a state outside of our service area, you cannot remain a member of our plan. Please call Member Services to find out if we have a plan in your new state.

If you plan to move out of the service area, please contact Member Services (phone numbers are printed on the back cover of this booklet). When you move, you will have a special enrollment period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important to notify your group's benefits administrator and call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

SECTION 3. What other materials will you get from us?

Section 3.1 Your plan membership card—use it to get the care [and prescription drugs] covered by our plan

We will send you a plan membership card. You should use this card whenever you get covered services [or drugs] from a Medicare Plus network provider. Here's a sample membership card to show you what yours will look like:

[



]]



]

If your plan membership card is damaged, lost, or stolen, call Member Services right away and we will send you a new card. Phone numbers for Member Services are printed on the back cover of this booklet.

Because Medicare Plus is a Medicare Cost Plan, you should also **keep your red, white, and blue Medicare card with you**. As a Cost Plan member, if you receive Medicare-covered services (except for emergency or urgent care) from an out-of-network provider or when you are outside of our service area, these services will be paid for by Original Medicare, not our plan. In these cases, you will be responsible for Original Medicare deductibles and coinsurance. (If you receive emergency or urgent care from an out-of-network provider or when you are outside of our service area, our plan will pay for these services.) It is important that you keep your red, white, and blue Medicare card with you for when you receive services paid for under Original Medicare.

Section 3.2 The Provider Directory: Your guide to all providers in our network

The **Provider Directory** lists our network providers.

What are "network providers"?

Network providers are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost-sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan. However, members of our plan may also get services from out-of-network providers. If you get care from out-of-network providers, you will pay the cost-sharing amounts under Original Medicare.

If you don't have your copy of the **Provider Directory**, you can request a copy from Member Services (phone numbers are printed on the back cover of this booklet). You may ask Member Services for more information about our network providers, including their qualifications. You can view or download the **Provider Directory** at kp.org/directory. Both Member Services and our website can give you the most up-to-date information about our network providers.

[

Section 3.3 The Pharmacy Directory: Your guide to pharmacies in our network

What are "network pharmacies"?

Network pharmacies are all of the pharmacies that have agreed to fill covered prescriptions for our plan members.

Why do you need to know about network pharmacies?

You can use the **Pharmacy Directory** to find the network pharmacy you want to use.

There are changes to our network of pharmacies for next year. An updated **Pharmacy Directory** is located on our website at kp.org/directory. You may also call Member Services for updated provider information or to ask us to mail you a **Pharmacy Directory**. Please review the 2015 **Pharmacy Directory** to see which pharmacies are in our network.

If you don't have the **Pharmacy Directory**, you can get a copy from Member Services (phone numbers are printed on the back cover of this booklet). At any time, you can call Member Services to get up-to-date information about changes in the pharmacy network. You can also find this information on our Website at kp.org/seniormedrx.

Section 3.4 Our plan's Kaiser Permanente 2016 Abridged Formulary

Our plan has a **Kaiser Permanente 2016 Abridged Formulary**. We call it the "Drug List" for short. It tells which Part D prescription drugs are covered under the Part D benefit included in our plan. The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our Drug List. The Drug List also tells you if there are any rules that restrict coverage for your drugs.

We will send you a copy of the Drug List. The Drug List we send to you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it. To get the most complete and current information about which drugs are covered, you can visit our website (kp.org/seniormedrx) or call Member Services (phone numbers are printed on the back cover of this booklet).

Section 3.5 The Part D Explanation of Benefits (the "Part D EOB"): Reports with a summary of payments made for your Part D prescription drugs

When you use your Part D prescription drug benefits, we will send you a summary report to help you understand and keep track of payments for your Part D prescription drugs. This summary report is called the **Part D Explanation of Benefits** (or the "Part D EOB").

The **Part D EOB** tells you the total amount you, or others on your behalf, have spent on your Part D prescription drugs and the total amount we have paid for each of your Part D prescription drugs during the month. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about the **Part D EOB** and how it can help you keep track of your drug coverage.

A **Part D EOB** summary is also available upon request. To get a copy, please contact Member Services (phone numbers are printed on the back cover of this booklet). You can also choose to get your **Part D EOB** online instead of by mail. Please visit kp.org/goinggreen and sign on to learn more about choosing to view your **Part D EOB** securely online.]

SECTION 4. Your monthly premium for Medicare Plus

Section 4.1 How much is your plan premium?

You do not pay a separate monthly plan premium for Medicare Plus. You must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Your coverage is provided through contract with your current employer or former employer or union. Please contact the employer's or union's benefits administrator for information about your plan premium.

[In some situations, your plan premium could be more

In some situations, your plan premium could be more than the amount listed above in Section 4.1. These situations are described below.

- Some members are required to pay a late enrollment penalty because they did not join a Medicare drug plan when they first became eligible or because they had a continuous period of 63 days or more when they didn't have "creditable" prescription drug coverage. ("Creditable" means the drug coverage is at least as good as Medicare's standard drug coverage.) For these members, the late enrollment penalty is added to the plan's monthly premium. Their premium amount will be the monthly plan premium plus the amount of their late enrollment penalty.
 - If you are required to pay the late enrollment penalty, the amount of your penalty depends on how long you waited before you enrolled in drug coverage or how many months you were without drug coverage after you became eligible. Chapter 6, Section 10 explains the late enrollment penalty.
 - If you have a late enrollment penalty and do not pay it, you could lose your prescription drug coverage.

Many members are required to pay other Medicare premiums

Many members are required to pay other Medicare premiums. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. And most plan

members pay a premium for Medicare Part B. **You must continue paying your Medicare Part B premium to remain a member of our plan.**

Some people pay an extra amount for Part D because of their yearly income; this is known as Income Related Adjustment Amounts, also known as IRMAA. If your income is greater than \$85,000 for an individual (or married individuals filing separately) or \$170,000 or above for married couples, **you must pay an extra amount directly to the government (not the Medicare plan)** for your Medicare Part D coverage.

- **If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.**
- If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be.
- For more information about Part D premiums based on income, go to Chapter 6, Section 10, in this booklet. You can also visit <http://www.medicare.gov> on the Web or call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. Or you may call Social Security at **1-800-772-1213**. TTY users should call **1-800-325-0778**.

Your copy of Medicare & You 2016 gives information about Medicare premiums in the section called “2016 Medicare Costs.” This explains how the Medicare Part B and Part D premium differs for people with different incomes. Everyone with Medicare receives a copy of Medicare & You each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of Medicare & You 2016 from the Medicare website (<http://www.medicare.gov>). Or, you can order a printed copy by phone at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users call **1-877-486-2048**.]

SECTION 5. Please keep your plan membership record up-to-date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage, including your Primary Care Provider.

The doctors, hospitals, pharmacists, and other providers in our network need to have correct information about you. These network providers use your membership record to know what services [and drugs] are covered and the cost-sharing amounts for you. Because of this, it is very important that you help us keep your information up-to-date.

Let us know about these changes:

- Changes to your name, your address, or your phone number.
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid).

- If you have any liability claims, such as claims from an automobile accident.
- If you have been admitted to a nursing home.
- If you receive care in an out-of-area or out-of-network hospital or emergency room.
- If your designated responsible party (such as a caregiver) changes.
- If you are participating in a clinical research study.

If any of this information changes, please let us know by calling Member Services (phone numbers are printed on the back cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical [or drug] insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 6. We protect the privacy of your personal health information

<h3>Section 6.1 We make sure that your health information is protected</h3>
--

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 8, Section 1.4, of this booklet.

SECTION 7. How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the "primary payer" and pays up to the limits of its coverage. The one that pays second, called the "secondary payer," only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends upon your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - ◆ If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan has more than 100 employees.
 - ◆ If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan has more than 20 employees.
 - ◆ If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance).
- Liability (including automobile insurance).
- Black lung benefits.
- Workers' compensation.

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2. Important phone numbers and resources

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan).....	13
SECTION 2. Medicare (how to get help and information directly from the federal Medicare program).....	15
SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare).....	17
SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)	18
SECTION 5. Social Security	19
SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources).....	20
SECTION 7. Information about programs to help people pay for their prescription drugs	21
SECTION 8. How to contact the Railroad Retirement Board	24
SECTION 9. Do you have “group insurance” or other health insurance from an employer?	25

SECTION 1. Kaiser Permanente Medicare Plus contacts (how to contact us, including how to reach Member Services at our plan)

How to contact our plan's Member Services

For assistance with claims, billing, or membership card questions, please call or write to Medicare Plus Member Services. We will be happy to help you.

Method	Member Services – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care [or Part D prescription drugs]

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services [or prescription drugs covered under the Part D benefit included in your plan]. An appeal is a formal way of asking us to review and change a coverage decision we have made. You can make a complaint about us or one of our network providers [or pharmacies], including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes.

For more information about asking for a coverage decision or making an appeal or a complaint about your medical care [or prescription drugs], see [Chapter 7 OR Chapter 9](#), "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." You may call us if you have questions about our coverage decision process.

Method	Coverage decisions, appeals, or complaints for medical care [or Part D prescription drugs] – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org
MEDICARE WEBSITE	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx .

Where to send a request asking us to pay for our share of the cost for medical care [or a drug] you have received

For more information about situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see [Chapter 5](#) or Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services [or drugs]."

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See [Chapter 7](#) OR Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," for more information.

Method	Payment requests – contact information
CALL	1-888-777-5536 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
TTY	711 Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.

Method	Payment requests – contact information
FAX	301-816-6192
WRITE	Kaiser Permanente, Member Services 2101 East Jefferson Street Rockville, Maryland 20852
WEBSITE	kp.org

SECTION 2. Medicare (how to get help and information directly from the federal Medicare program)

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called "CMS"). This agency contracts with Medicare Advantage and Medicare Cost Plan organizations, including our plan.

Method	Medicare – contact information
CALL	1-800-MEDICARE or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.

Method	Medicare – contact information
WEBSITE	<p data-bbox="415 325 760 361">http://www.medicare.gov</p> <p data-bbox="415 394 1372 573">This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state.</p> <p data-bbox="415 611 1349 678">The Medicare website also has detailed information about your Medicare eligibility and enrollment options, with the following tools:</p> <ul data-bbox="415 699 1365 972" style="list-style-type: none"><li data-bbox="415 699 1260 766">• Medicare Eligibility Tool: Provides Medicare eligibility status information.<li data-bbox="415 791 1365 972">• Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans. <p data-bbox="415 993 1398 1060">You can also use the website to tell Medicare about any complaints you have about our plan:</p> <ul data-bbox="415 1081 1398 1270" style="list-style-type: none"><li data-bbox="415 1081 1398 1270">• Tell Medicare about your complaint: You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. <p data-bbox="415 1291 1398 1501">If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

SECTION 3. State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In the District of Columbia, the SHIP is called **Health Insurance Counseling Project**.
- In Maryland, the SHIP is called **Maryland Department of Aging**.
- In Virginia, the SHIP is called **Virginia Insurance Counseling and Assistance Program**.

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

Method	Health Insurance Counseling Project (District of Columbia's SHIP) – contact information
CALL	202-994-6272
TTY	202-994-6656 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	2136 Pennsylvania Avenue, N.W., Washington, DC 20052
WEBSITE	www.law.gwu.edu/academics/el/clinics/insurance/

Method	Maryland Department of Aging – contact information
CALL	410-767-1100 or toll free 1-800-243-3425
TTY	711
WRITE	301 West Preston St., Suite 1007, Baltimore, MD 21201

Method	Maryland Department of Aging – contact information
WEBSITE	mdoa.state.md.us/

Method	Virginia Insurance Counseling and Assistance Program – contact information
CALL	804-662-9333 or toll free 1-800-552-3402
TTY	711
WRITE	1610 Forest Avenue, Suite 100, Henrico, VA 23229
WEBSITE	vda.virginia.gov

SECTION 4. Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For District of Columbia, Maryland, and Virginia, the Quality Improvement Organization is called KEPRO.

KEPRO has a group of doctors and other health care professionals who are paid by the federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KEPRO is an independent organization. It is not connected with our plan.

You should contact KEPRO in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

Method	KEPRO (District of Columbia's, Maryland's, and Virginia's QIO) – contact information
CALL	1-844-455-8708
TTY	1-855-843-4776 This number requires special telephone equipment and is only for people

Method	KEPRO (District of Columbia's, Maryland's, and Virginia's QIO) – contact information
	who have difficulties with hearing or speaking.
WRITE	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609
WEBSITE	www.KEPROqio.com

SECTION 5. Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

[Social Security is also responsible for determining who has to pay an extra amount for their Part D drug coverage because they have a higher income. If you got a letter from Social Security telling you that you have to pay the extra amount and have questions about the amount or if your income went down because of a life-changing event, you can call Social Security to ask for a reconsideration.]

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – contact information
CALL	1-800-772-1213 Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday. You can use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7 a.m. to 7 p.m., Monday through Friday.

Method	Social Security – contact information
WEBSITE	http://www.ssa.gov

SECTION 6. Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, coinsurance, and copayments). Some people with QMB are also eligible for full Medicaid benefits (QMB+).
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).
- **Qualified Individual (QI):** Helps pay Part B premiums.
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact the Medicaid agency for your state listed below.

Method	Department of Healthcare Finance (District of Columbia's Medicaid program) – contact information
CALL	202-442-5988
TTY	711
WRITE	441 4 th Street NW, 900S, Washington, DC 20001
WEBSITE	dhcf.dc.gov

Method	Maryland Medical Assistance Program/HealthChoice – contact information
CALL	410-767-5800 or toll free 1-800-492-5231

TTY	1-800-735-2258 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	mmcp.dhmfh.maryland.gov

Method	Virginia Department of Medical Assistance Services – contact information
CALL	804-786-6145 or toll free 1-800-643-2273
TTY	711
WRITE	Contact the Department of Social Services (DSS) in the city or county where you live.
WEBSITE	dmasva.dmas.virginia.gov

[

SECTION 7. Information about programs to help people pay for their prescription drugs

Medicare's "Extra Help" Program

Medicare provides "Extra Help" to pay prescription drug costs for people who have limited income and resources. Resources include your savings and stocks, but not your home or car. If you qualify, you get help paying for any Medicare drug plan's monthly premium, yearly deductible, and prescription copayments. This "Extra Help" also counts toward your out-of-pocket costs.

People with limited income and resources may qualify for "Extra Help." Some people automatically qualify for "Extra Help" and don't need to apply. Medicare mails a letter to people who automatically qualify for "Extra Help."

You may be able to get "Extra Help" to pay for your prescription drug premiums and costs. To see if you qualify for getting "Extra Help," call:

- **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**, 24 hours a day, 7 days a week;

- The Social Security Office at **1-800-772-1213**, between 7 a.m. to 7 p.m., Monday through Friday. TTY users should call **1-800-325-0778**; or
- Your state Medicaid office (see Section 6 in this chapter for contact information).

If you believe you have qualified for "Extra Help" and you believe that you are paying an incorrect cost-sharing amount when you get your prescription at a pharmacy, our plan has established a process that allows you either to request assistance in obtaining evidence of your proper copayment level, or, if you already have the evidence, to provide this evidence to us.

If you aren't sure what evidence to provide us, please contact a network pharmacy or Member Services. The evidence is often a letter from either the state Medicaid or Social Security office that confirms you are qualified for "Extra Help."

You or your appointed representative may need to provide the evidence to a network pharmacy when obtaining covered Part D prescriptions so that we may charge you the appropriate cost-sharing amount until the Centers for Medicare & Medicaid Services (CMS) updates its records to reflect your current status. Once CMS updates its records, you will no longer need to present the evidence to the pharmacy. Please provide your evidence in one of the following ways so we can forward it to CMS for updating:

- Write to Kaiser Permanente at:
California Service Center
Attn: Best Available Evidence
P.O. Box 232407
San Diego, CA 92193-2407
- Fax it to **1-877-528-8579**.
- Take it to a network pharmacy or your local Member Services office at a network facility.

When we receive the evidence showing your copayment level, we will update our system so that you can pay the correct copayment when you get your next prescription at the pharmacy. If you overpay your copayment, we will reimburse you. Either we will forward a check to you in the amount of your overpayment or we will offset future copayments. If the pharmacy hasn't collected a copayment from you and is carrying your copayment as a debt owed by you, we may make the payment directly to the pharmacy. If a state paid on your behalf, we may make payment directly to the state. Please contact Member Services if you have questions (phone numbers are printed on the back cover of this booklet).

Medicare Coverage Gap Discount Program

The Medicare Coverage Gap Discount Program provides manufacturer discounts on brand-name drugs to Part D enrollees who have reached the coverage gap and are not receiving "Extra Help." A 50% discount on the negotiated price (excluding the dispensing fee) is available for those brand-name drugs from manufacturers. The plan pays an additional 5% and you pay the remaining 45% for your brand-name drugs.

If you reach the coverage gap, we automatically apply the discount when your pharmacy bills you for your prescription. Your **Part D Explanation of Benefits (Part D EOB)** will show any discount provided. Both the amount you pay and the amount discounted by the manufacturer

count toward your out-of-pocket costs as if you had paid them, and move you through the coverage gap. The amount paid by the plan (5%) does not count toward your out-of-pocket costs.

You also receive some coverage for generic drugs. If you reach the coverage gap, our plan pays 42% of the price for generic drugs and you pay the remaining 58% of the price. For generic drugs, the amount paid by our plan (42%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap. Also, the dispensing fee is included as part of the cost of the drug.

If you have any questions about the availability of discounts for the drugs you are taking or about the Medicare Coverage Gap Discount Program in general, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you have coverage from a State Pharmaceutical Assistance Program (SPAP)?

If you are enrolled in a State Pharmaceutical Assistance Program (SPAP), or any other program that provides coverage for Part D drugs (other than "Extra Help"), you still get the 50% discount on covered brand-name drugs. Also, the plan pays 5% of the costs of brand-name drugs in the coverage gap. The 50% discount and the 5% paid by the plan are both applied to the price of the drug before any SPAP or other coverage.

What if you have coverage from an AIDS Drug Assistance Program (ADAP)?

What is the AIDS Drug Assistance Program (ADAP)?

The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the District of Columbia ADAP, Maryland ADAP, or Virginia ADAP depending upon where you live. **Note:** To be eligible for the ADAP operating in your state, individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/underinsured status.

If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. Please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **202-671-4900** for DC residents, **410-767-6535** for Maryland residents, or **855-362-0658** for Virginia residents.

What if you get "Extra Help" from Medicare to help pay your prescription drug costs? Can you get the discounts?

No. If you get "Extra Help," you already get coverage for your prescription drug costs during the coverage gap.

What if you don't get a discount, and you think you should have?

If you think that you have reached the coverage gap and did not get a discount when you paid for your brand-name drug, you should review your next *Part D Explanation of Benefits* (Part D EOB) notice. If the discount doesn't appear on your *Part D EOB*, you should contact us to make sure that your prescription records are correct and up-to-date. If we don't agree that you are owed

a discount, you can appeal. You can get help filing an appeal from your State Health Insurance Assistance Program (SHIP) (telephone numbers are in Section 3 of this chapter) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

State Pharmaceutical Assistance Programs

Many states have State Pharmaceutical Assistance Programs that help some people pay for prescription drugs based on financial need, age, medical condition, or disabilities. Each state has different rules to provide drug coverage to its members.

In Maryland, the name of the State Pharmaceutical Assistance Program is Maryland Senior Prescription Drug Assistance Program (SPDAP). Maryland also has other programs that assist Maryland residents with drug expenses, which are the Kidney Disease Program and the AIDS Drug Assistance Program.

Method	Maryland Senior Prescription Drug Assistance Program (SPDAP) – contact information
CALL	1-800-551-5995
TTY	1-800-877-5156 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	628 Hebron Ave. Ste. 212, Glastonbury, CT 06033
WEBSITE	marylandspdap.com

Method	Maryland Kidney Disease Program – contact information
CALL	1-410-767-5000

Method	Maryland AIDS Drug Assistance Program – contact information
CALL	1-410-767-6535 or toll-free 1-800-205-6308

]

SECTION 8. How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – contact information
CALL	1-877-772-5772 Calls to this number are free. Available 9:00 a.m. to 3:30 p.m., Monday through Friday. If you have a touch-tone telephone, recorded information and automated services are available 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are not free.
WEBSITE	http://www.rrb.gov

SECTION 9. Do you have “group insurance” or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse’s) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Member Services if you have any questions. You can ask about your (or your spouse’s) employer or retiree health benefits, premiums, or the enrollment period. Phone numbers for Member Services are printed on the back cover of this booklet. You may also call **1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048)** with questions related to your Medicare coverage under this plan.

[If you have other prescription drug coverage through your (or your spouse’s) employer or retiree group, please contact **that group’s benefits administrator**. The benefits administrator can help you determine how your current prescription drug coverage will work with our plan.]

CHAPTER 3. Using our plan's coverage for your medical services

SECTION 1. Things to know about getting your medical care covered as a member of our plan	27
Section 1.1 What are "network providers" and "covered services"?	27
Section 1.2 Basic rules for getting your medical care covered by our plan	27
SECTION 2. Use providers in our network to get your medical care.....	28
Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care	28
Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP?.....	29
Section 2.3 How to get care from specialists and other network providers	30
SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster	32
Section 3.1 Getting care if you have a medical emergency	32
Section 3.2 Getting care when you have an urgent need for services	33
Section 3.3 Getting care during a disaster	34
SECTION 4. What if you are billed directly for the full cost of your covered services?	34
Section 4.1 You can ask us to pay our share of the cost for covered services	34
Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost	34
SECTION 5. How are your medical services covered when you are in a "clinical research study"?	35
Section 5.1 What is a "clinical research study"?	35
Section 5.2 When you participate in a clinical research study, who pays for what?	36
SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution"	37
Section 6.1 What is a religious nonmedical health care institution?.....	37
Section 6.2 What care from a religious nonmedical health care institution is covered by our plan?	37
SECTION 7. Rules for ownership of durable medical equipment	38
Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?	38

SECTION 1. Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using our plan to get your medical care covered. It gives you definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by our plan.

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the Medical Benefits Chart in the next chapter, Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

Section 1.1 What are "network providers" and "covered services"?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **"Providers"** are doctors and other health care professionals licensed by the state to provide medical services and care. The term "providers" also includes hospitals and other health care facilities.
- **"Network providers"** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan.
- **"Covered services"** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the Medical Benefits Chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care covered by our plan

As a Medicare health plan, our plan must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

We will generally cover your medical care as long as:

- **The care you receive is included in our plan's Medical Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- **You generally must receive your care from a network provider for our plan to cover the services.**
 - ♦ If we do not cover services you receive from an out-of-network provider, the services will be covered by Original Medicare if they are Medicare-covered services. Except for

emergency or urgently needed services, if you get services covered by Original Medicare from an out-of-network provider then you must pay Original Medicare's cost-sharing amounts. For information on Original Medicare's cost-sharing amounts, call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- ◆ You should get supplemental benefits from a network provider. If you get covered supplemental benefits, such as dental care, from an out-of-network provider, then you must pay the entire cost of the service.
- ◆ If an out-of-network provider sends you a bill that you think we should pay, please contact Member Services (phone numbers are printed on the back cover of this booklet). Generally, it is best to ask an out-of-network provider to bill Original Medicare first, and then to bill us for the remaining amount. We may require the out-of-network provider to bill Original Medicare. We will then pay any applicable Medicare coinsurance and deductibles minus your copayments on your behalf.
- **You have a network primary care provider** (a PCP) who is providing and overseeing your care. As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - ◆ In most situations, your network PCP must give you approval in advance before you can use other providers in our plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a "referral" (for more information about this, see Section 2.3 in this chapter).
 - ◆ Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 in this chapter).

SECTION 2. Use providers in our network to get your medical care

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a "PCP" and what does the PCP do for you?

As a member, you must choose a network provider to be your primary care provider. Your primary care provider is a physician in family medicine, adult medicine, general practice, or obstetrics/gynecology who meets state requirements and is trained to give you primary medical care.

Your PCP will provide most of your health care and will arrange or coordinate your covered care with other Medical Group physicians and other providers. If you need certain types of covered services or supplies, you must get approval in advance from your PCP. For specialty care and other services, your PCP will need to get prior authorization (prior approval) from us as described in Section 2.3 in this chapter.

You are free to get care from other Medical Group PCPs if your PCP is not available, and at any Kaiser Permanente medical office.

How do you choose your PCP?

You may select a primary care plan physician from any of our available plan physicians who practice in these specialties: internal medicine, family medicine, and pediatrics. Also, women can select any available primary care plan physician from obstetrics/gynecology. Your PCP must be a Medical Group physician, unless we designate otherwise. If you do not select a PCP, then one will be selected for you from the available Medical Group physicians.

When you make a selection, it is effective immediately. To learn how to select a primary care plan physician, please call Member Services. You can also make your selection at **kp.org**. If there is a particular plan specialist or hospital that you want to use, check first to be sure your PCP makes referrals to that specialist, or uses that hospital.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our network of providers and you would have to find a new PCP.

To change your PCP, call Member Services. When you call, be sure to tell Member Services if you are seeing specialists or getting other covered services that need your PCP's approval (such as home health services and durable medical equipment). Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will tell you when the change to your new PCP will take effect. Generally, changes are effective the first of the month following the date when we receive your request.

Section 2.2 What kinds of medical care can you get without getting approval in advance from your PCP?

You can get the services listed below without getting approval in advance from your PCP:

- Routine women's health care, which includes breast exams, screening mammograms (X-rays of the breast), Pap tests, and pelvic exams, as long as you get them from a network provider.
- Flu shots, and Hepatitis B vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed services from in-network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, for example, when you are temporarily outside of our service area.
- If you visit the service area of another Kaiser Permanente region or Group Health Cooperative (GHC), you can receive certain care from designated providers in that service area. Please call Member Services for more information about getting care when visiting another Kaiser Permanente region's service area or the GHC service area, including coverage

information and facility locations in parts of California, Colorado, Georgia, Hawaii, Idaho, Oregon, and Washington.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

Referrals from your PCP

You will usually see your PCP first for most of your routine health care needs. There are only a few types of covered services you may get on your own, without getting approval from your PCP first, which are described in Section 2.2. Also, your PCP will need to request authorization from our plan for referrals to specialists.

- If you are seeing a non-plan specialist when you enroll in our plan, you will be required in most instances to switch to a plan specialist. If your current specialist is not a plan specialist and you wish to continue to receive services from that non-plan specialist, you may continue to do so under your Original Medicare benefits, if he/she participates in the Medicare program. In that instance, you will be required to pay cost-sharing under Original Medicare cost-sharing because the services will not be covered by our plan.

Prior authorization

For the services and items listed below and in Chapter 4, Sections 2.1 and 2.2, your PCP will need to get approval in advance from our plan or Medical Group (this is called getting "prior authorization"). Decisions regarding requests for authorization will be made only by licensed physicians or other appropriately licensed medical professionals. If you get these services and items without prior authorization by our plan or Medical Group, the care will not be covered by our plan and you will have to pay Original Medicare's out-of-pocket amounts for the care.

- **Inpatient care.** For nonemergency admissions, the Medical Group and our plan will coordinate your care and determine which hospital you will be admitted. Your PCP or specialist must receive authorization from us for nonemergency admission, including admissions to behavioral health, skilled nursing facilities, or other inpatient setting. We will determine the most appropriate facility for care. Depending upon your medical needs, we may transfer you from one network hospital or other inpatient setting, to another network hospital where Medical Group physicians are always on duty. In addition, we may transfer you from one network skilled nursing facility to another where Medical Group physicians make rounds and are available for urgent care.
- Medically necessary transgender surgery and associated procedures.
- **Network specialty care.** When your PCP believes that you need specialty care, he or she will request authorization from us. If specialty care is medically necessary, we will send you a written referral and authorize an initial consultation and/or a specified number of visits.

After your initial consultation with the network specialist, you must then return to your PCP unless we have authorized more visits as specified in the written referral that we gave you. Don't return to the network specialist after your initial consultation visit unless we have authorized additional visits in your referral. Otherwise, the services will not be covered and you will be responsible for paying Original Medicare cost-sharing and out-of-pocket expenses, instead of our plan's cost-sharing amounts. Here are some other things you should know about obtaining specialty care:

- ◆ If you need to see a network specialist frequently because you have been diagnosed with a condition or disease that requires ongoing specialized care, your PCP and your attending network specialist may develop a treatment plan that allows you to see the network specialist without additional referrals. Your PCP must contact us and your network specialist must use our criteria when creating your treatment plan, and the network specialist will need to get authorization before starting any treatment.
- **Out-of-network specialty care.** If your PCP decides that you require covered services not available from network providers, he or she will recommend to the Medical Group that you be referred to an out-of-network provider inside or outside our service area. The appropriate Medical Group designee will authorize the services if he or she determines that the covered services are medically necessary and are not available from a network provider. Referrals to out-of-network physicians will be for a specific treatment plan, which may include a standing referral if ongoing care is prescribed. Please ask your network physician what services have been authorized. If the out-of-network specialist wants you to come back for more care, be sure to check if the referral covers more visits to the specialist. If it doesn't, please contact your PCP.
- After we are notified that you need **post-stabilization care** from an out-of-network provider following emergency care, we will discuss your condition with the out-of-network provider. If we decide that you require post-stabilization care and that this care would be covered if you received it from a network provider, we will authorize your care from the out-of-network provider only if we cannot arrange to have a network provider (or other designated provider) provide the care. Please see Section 3.1 in this chapter for more information.

What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan, you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- When possible we will provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.

- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us at **1-888-777-5536 (TTY 711)** so we can assist you in finding a new provider and managing your care.

SECTION 3. How to get covered services when you have an emergency or urgent need for care or during a disaster

Section 3.1 Getting care if you have a medical emergency

What is a "medical emergency" and what should you do if you have one?

A "medical emergency" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call **911** for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. The number to call is listed on the back of your membership card.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. For more information, see the Medical Benefits Chart in Chapter 4 of this booklet.

Also, you may get covered emergency medical care whenever you need it, anywhere in the world (see Chapter 4 for more information).

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be either covered by our plan or Original Medicare. If your emergency care is provided by out-of-network providers, we will try to arrange

for network providers to take over your care as soon as your medical condition and the circumstances allow and we may choose to move you to a hospital where Medical Group physicians are on duty. Our plan will cover your post-stabilization care if the services are provided by network providers, authorized by our plan, or the care is covered out-of-area urgent care. Otherwise, your post-stabilization care will be covered by Original Medicare and you will have to pay Original Medicare cost-sharing for post-stabilization care.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care—thinking that your health is in serious danger—and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, we will cover your care as long as you reasonably thought your health was in serious danger.

However, after the doctor has said that it was not an emergency, we will cover additional care only if you go to a network provider to get the additional care. If you get additional care from an out-of-network provider after the doctor says it was not an emergency, you will normally have to pay Original Medicare's cost-sharing.

Section 3.2 Getting care when you have an urgent need for services

What are "urgently needed services"?

"Urgently needed services" are a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are in our service area when you have an urgent need for care?

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible, and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

We know that sometimes it's difficult to know what type of care you need. That's why we have telephone advice nurses available to assist you. Our advice nurses are registered nurses specially trained to help assess medical symptoms and provide advice over the phone, when medically appropriate. Whether you are calling for advice or to make an appointment, you can speak to an advice nurse. They can often answer questions about a minor concern, tell you what to do if a network facility is closed, or advise you about what to do next, including making a same-day urgent care appointment for you if it's medically appropriate.

To speak with an advice nurse or make an appointment, please refer to your **Provider Directory** for appointment and advice telephone numbers.

What if you are outside our service area when you have an urgent need for care?

When you are outside the service area and cannot get care from a network provider, we will cover urgently needed services that you get from any provider. Our plan does cover emergency and urgently needed care outside of the United States.

Section 3.3 Getting care during a disaster

If the governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from us.

Please visit the following website—kp.org—for information on how to obtain needed care during a disaster.

Generally, during a disaster, we will allow you to obtain care from out-of-network providers at in-network cost-sharing. If you cannot use a network pharmacy during a disaster, you may be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section 2.5, for more information.

SECTION 4. What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay our share of the cost for covered services

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to [Chapter 5](#) OR Chapter 7, "Asking us to pay our share of a bill you have received for covered medical services [or drugs]," for information about what to do.

Section 4.2 If services are not covered by our plan or Original Medicare, you must pay the full cost

Our plan covers all medical services that are medically necessary, listed in the Medical Benefits Chart (this chart is in Chapter 4 of this booklet), and obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by Original Medicare or are not covered by our plan. Also you will be responsible for payment if you obtain a plan service that was, obtained out-of-network and was not authorized. You have the right to seek care from any provider that is qualified to treat Medicare members. However, Original Medicare pays your claims and you must pay your cost-sharing.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also

have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has more information about what to do if you want a coverage decision from us or want to appeal a decision we have already made. You may also call Member Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service. Any amounts you pay after the benefit has been exhausted will not count toward the out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

SECTION 5. How are your medical services covered when you are in a "clinical research study"?

Section 5.1 What is a "clinical research study"?

A clinical research study (also called a "clinical trial") is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has not approved, you will be responsible for paying all costs for your participation in the study.

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study and you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do not need to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do not need to be part of our plan's network of providers.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

Here is why you need to tell us:

- We can let you know whether the clinical research study is Medicare-approved.

- We can tell you what services you will get from clinical research study providers instead of from our plan.

If you plan on participating in a clinical research study, contact Member Services (phone numbers are printed on the back cover of this booklet).

Section 5.2 When you participate in a clinical research study, who pays for what?

Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

Original Medicare pays most of the cost of the covered services you receive as part of the study.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will not pay for the new item or service that the study is testing, unless Medicare would cover the item or service even if you were not in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

Do you want to know more?

You can get more information about joining a clinical research study by reading the publication "Medicare and Clinical Research Studies" on the Medicare website (<http://www.medicare.gov>). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 6. Rules for getting care covered in a "religious nonmedical health care institution"

Section 6.1 What is a religious nonmedical health care institution?

A religious nonmedical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility care. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious nonmedical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (nonmedical health care services). Medicare will only pay for nonmedical health care services provided by religious nonmedical health care institutions.

Section 6.2 What care from a religious nonmedical health care institution is covered by our plan?

To get care from a religious nonmedical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is "non-excepted."

- "Non-excepted" medical care or treatment is any medical care or treatment that is voluntary and not required by any federal, state, or local law.
- "Excepted" medical treatment is medical care or treatment that you get that is not voluntary or is required under federal, state, or local law.

To be covered by our plan, the care you get from a religious nonmedical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to nonreligious aspects of care.
- If you get services from this institution that are provided to you in your home, we will cover these services only if your condition would ordinarily meet the conditions for coverage of services given by home health agencies that are not religious nonmedical health care institutions.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
 - ◆ You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
 - ◆ – and – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

Note: Covered services are subject to the same limitations and cost-sharing required for services provided by network providers as described in Chapters 4 and 12.

SECTION 7. Rules for ownership of durable medical equipment

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment includes items such as oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a provider for use in the home. Certain items, such as prosthetics, are always owned by the member. In this section, we discuss other types of durable medical equipment that must be rented.

In Original Medicare, people who rent certain types of durable medical equipment own the equipment after paying copayments for the item for 13 months. As a member of our plan, however, you usually will not acquire ownership of rented durable medical equipment items no matter how many copayments you make for the item while a member of our plan. Under certain limited circumstances we will transfer ownership of the durable medical equipment item. Call Member Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

What happens to payments you have made for durable medical equipment if you switch to Original Medicare?

If you switch to Original Medicare after being a member of our plan and you did not acquire ownership of the durable medical equipment item while in our plan, you will have to make 13 new consecutive payments for the item while in Original Medicare in order to acquire ownership of the item. Your previous payments while in our plan do not count toward these 13 consecutive payments.

If you made payments for the durable medical equipment item under Original Medicare before you joined our plan, these previous Original Medicare payments also do not count toward the 13 consecutive payments. You will have to make 13 consecutive payments for the item under Original Medicare in order to acquire ownership. There are no exceptions to this case when you return to Original Medicare.

CHAPTER 4. Medical Benefits Chart (what is covered and what you pay)

SECTION 1. Understanding your out-of-pocket costs for covered services 40

Section 1.1 Types of out-of-pocket costs you may pay for your covered services 40

Section 1.2 What is your yearly plan deductible? 40

Section 1.3 Our plan has a deductible for certain types of services 42

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services? 43

Section 1.3 Our plan does not allow providers to "balance bill" you 43

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay 44

Section 2.1 Your medical benefits and costs as a member of our plan 44

SECTION 3. What services are not covered by our plan? 94

Section 3.1 Services we do *not* cover (exclusions) 94

SECTION 1. Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. It includes a Medical Benefits Chart that lists your covered services and some limitations, and shows how much you will pay for each covered service as a member of our plan. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services. In addition, please see Chapters 3, 11, and 12 for additional coverage information, including limitations (for example, coordination of benefits, durable medical equipment, home health care, skilled nursing facility care, and third party liability).

Also, be sure to read the Amendment titled "What You Need to Know – Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices" for more information about your additional coverage.

Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- [The “**deductible**” is the amount you must pay for medical services before our plan begins to pay its share. (Section 1.2 tells you more about your yearly plan deductible. Section 1.3 tells you more about your yearly deductibles for certain categories of services.)]
- A “**copayment**” is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service, unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your copayments.)
- “**Coinsurance**” is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service, unless we do not collect all cost-sharing at that time and send you a bill later. (The Medical Benefits Chart in Section 2 tells you more about your coinsurance.)

Some people qualify for state Medicaid programs to help them pay their out-of-pocket costs for Medicare. These “Medicare Savings Programs” include the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), and Qualified Disabled & Working Individuals (QDWI) programs. If you are enrolled in one of these programs, you may still have to pay a copayment for the service, depending upon the rules in your state.

Section 1.2 What is your yearly plan deductible?

[Plans with no deductibles, delete this section and renumber remaining subsections in Section 1.]

[Your yearly deductible is **\$385**. This is the amount you have to pay out-of-pocket before we will pay our share for your covered medical services.

Note: Emergency Care or Urgently Needed Care benefits are not subject to your yearly plan deductible; however your copayments associated with Medicare-covered Emergency Care and Urgently Needed Care visits always apply toward your yearly plan deductible.

Until you have paid the deductible amount, you must pay the full cost of your covered services. Once you have paid your deductible, we will begin to pay our share of the costs for covered medical services and you will pay your share (your copayment) for the rest of the calendar year.

The deductible does not apply to some services. This means that we will pay our share of the costs for these services even if you haven't paid your yearly deductible yet. The deductible does not apply to the following services:

- Abdominal aortic aneurysm screening
- Ambulance services
- Annual wellness visit
- Annual physical exam
- Bone mass measurement
- Breast cancer screening (mammograms)
- Cardiac rehabilitation services
- Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)
- Cardiovascular disease testing
- Cervical and vaginal cancer screening
- Chiropractic services
- Colorectal cancer screening
- Dental services
- Depression screening
- Diabetes screening
- Diabetes self-management training, diabetic services and supplies
- Durable medical equipment and related supplies
- Emergency care
- Health and wellness education programs
- Hearing aids
- Hearing services
- HIV screening
- Home infusion therapy
- Hospice care
- Immunizations
- Infertility office visits
- Medical Foods
- Medical nutrition therapy
- Medicare Part B prescription drugs

- Morbid obesity office visits
- Obesity screening and therapy to promote sustained weight loss
- Outpatient mental health care
- Outpatient substance abuse services
- Partial hospitalization services
- Physician/practitioner services, including doctor's office visits
- Podiatry services
- Prostate cancer screening exams
- Prosthetic devices and related supplies
- Pulmonary rehabilitation services
- Screening and counseling to reduce alcohol misuse
- Screening for sexually transmitted infections (STIs) and counseling to prevent STIs
- Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)
- Urgently needed care
- Vision care
- "Welcome to Medicare" Preventive Visit

Section 1.3 Our plan has a deductible for certain types of services

The plan has a yearly deductible for the following services:

- Ambulatory surgical center
- Dialysis
- Home health
- Inpatient hospital
- Inpatient mental health & substance abuse
- Occupational therapy
- Outpatient hospital
- Outpatient lab procedures, test, x-rays
- Physical therapy
- Radiation therapy
- Skilled nursing facility
- Specialty imaging
- Speech therapy

Until you have paid the deductible amount **\$385**, you must pay the full cost of your covered services for:

- Ambulatory surgical center
- Dialysis
- Home health
- Inpatient hospital
- Inpatient mental health & substance abuse
- Occupational therapy

- Outpatient hospital
- Outpatient lab procedures, test, x-rays
- Physical therapy
- Radiation therapy
- Skilled nursing facility
- Specialty imaging
- Speech therapy

Once you have paid your deductible, we will pay our share of the costs for these services and you will pay your share (your copayment) for the rest of the calendar year.]

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?

There is a limit to how much you have to pay out-of-pocket each year for in-network medical services that are covered under Medicare Part A and Part B (see the Medical Benefits Chart in Section 2 below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of our plan, the most you will have to pay out-of-pocket for in-network covered Part A and Part B services in 2016 is **[\$3,400]**. The amounts you pay for copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premiums and for your Part D prescription drugs do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk (*) in the Medical Benefits Chart.

If you reach the maximum out-of-pocket amount of **[\$3,400]**, you will not have to pay any out-of-pocket costs for the rest of the year for in-network covered Part A and Part B services. However, you must continue to pay your plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 1.3 Our plan does not allow providers to "balance bill" you

As a member of our plan, an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don't pay certain provider charges. Here is how this protection works:

- If your cost-sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost-sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends upon which type of provider you see:

- ◆ If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate (as determined in the contract between the provider and our plan).
- ◆ If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
- ◆ If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for nonparticipating providers. (Remember, our plan covers services from out-of-network providers only in certain situations, such as when you get a referral.)
- If you believe a provider has "balance billed" you, call Member Services (phone numbers are printed on the back cover of this booklet).

SECTION 2. Use this Medical Benefits Chart to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of our plan

The Medical Benefits Chart on the following pages lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare-covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) must be medically necessary. "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered by our plan. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
 - ◆ If you get Medicare-covered services from an out-of-network provider and we do not cover the services, Original Medicare will cover the services. For any services covered by Original Medicare instead of our plan, you must pay Original Medicare's cost-sharing amounts.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in

our plan's network. This is called giving you a "referral." Chapter 3 provides more information about getting a referral and the situations when you do not need a referral.

- Some of the services listed in the Medical Benefits Chart are covered only if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from us. Covered services that need approval in advance are marked in the Medical Benefits Chart with a footnote (†). In addition, see Section 2.2 in this chapter and Chapter 3, Section 2.3, for more information about prior authorization, including other services that require prior authorization that are not listed in the Medical Benefits Chart.

Other important things to know about our coverage:

- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay more in our plan than you would in Original Medicare. For others, you pay less. (If you want to know more about the coverage and costs of Original Medicare, look in your Medicare & You 2016 handbook. View it online at <http://www.medicare.gov> or ask for a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)
- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.

Sometimes Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2016, either Medicare or our plan will cover those services.

 You will see this apple next to the preventive services in the Medical Benefits Chart.

Medical Benefits Chart

Services that are covered for you	What you must pay when you get these services
<p> Abdominal aortic aneurysm screening</p> <p>A one-time screening ultrasound for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for this preventive screening.</p>
<p>Ambulance services</p> <ul style="list-style-type: none"> • Covered ambulance services include fixed wing, rotary wing, and ground ambulance services to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation (could endanger the person's health) or if authorized by our plan. • † Nonemergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation (could endanger the person's health) and that transportation by ambulance is medically required. 	<p>[You pay [no charge; \$25 - \$200] per one way trip.]</p>
<p> Annual routine physical exams</p> <p>Routine physical exams are covered if the exam is medically appropriate preventive care in accord with generally accepted professional standards of practice. This exam is covered once every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for this preventive care</p>
<p> Annual wellness visit</p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p> <p>Note: Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>

Services that are covered for you	What you must pay when you get these services
<p>"Welcome to Medicare" visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>	
<p> Bone mass measurement†</p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
<p> Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39. • One screening mammogram every 12 months for women age 40 and older. • Clinical breast exams once every 24 months. 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p>Cardiac rehabilitation services†</p> <p>Comprehensive programs for cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's referral. Our plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>[You pay [nothing; \$5 - \$100] per visit.]</p>
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p> <p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating well.</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p> Cardiovascular disease testing†</p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every five years (60 months).</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years.</p>
<p> Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical cancer or have had an abnormal Pap test and are of childbearing age: one Pap test every 12 months. 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>
<p>Chiropractic services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • We cover only manual manipulation of the spine to correct subluxation. 	<p>[You pay [no charge; \$5 - \$50] per visit.]</p>
<p> Colorectal cancer screening</p> <ul style="list-style-type: none"> • For people 50 and older, the following are covered: <ul style="list-style-type: none"> ◆ Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months. ◆ Fecal occult blood test, every 12 months. • For people at high risk of colorectal cancer, we cover a screening colonoscopy (or screening barium enema as an alternative) every 24 months. • For people not at high risk of colorectal cancer, we cover a screening colonoscopy every 10 years (120 months), but not within 48 months of a screening sigmoidoscopy. 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p>
<p>[Complementary & Alternative Medicine You are covered for the following services when</p>	<p>[You pay [no charge; \$5-\$50] per visit.]</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>deemed medically necessary and prescribed by a Plan Provider in consultation with Kaiser Permanente’s Complementary Alternative Medicine Department for (a) wellness management; (b) chronic pain; or (c) chronic illness management. Acupuncture & Chiropractic.]</p>	<p>The number of visits needed to reach maximum level of recovery will be determined by the Plan Provider and shall not exceed a total of [10; 15; 20; 25; 30; 40] visits each for acupuncture & chiropractic therapy per [contract; calendar] year.]</p>
<p>Dental services*† In general, preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are not covered by Original Medicare. However, we cover the following preventive and comprehensive dental care when provided by a participating dental provider as described at the end of this chart under "Dental benefits and fee schedule" (please refer to that section for details about preventive and comprehensive dental coverage).</p>	<p>Refer to "Dental benefits and fee schedule" at the end of the Medical Benefits Chart for cost-sharing information.</p>
<ul style="list-style-type: none"> • Accidental dental services: Prompt repair, but not replacement, of sound natural teeth within one year of the accident, when services begin within 60 days of the injury. Note: Injuries incurred while eating or chewing are not covered. <p>Limitations:</p> <ul style="list-style-type: none"> • For Maryland or D.C. residents, Health Plan pays up to a \$2,000 maximum benefit per accident (this limit does not apply to residents of Virginia). • Services must be provided by a plan provider. 	<p>[You pay [nothing; \$5 - \$50] per visit.]</p>
<p> Depression screening We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>
<p> Diabetes screening We cover this screening (includes fasting glucose tests) if</p>	<p>There is no coinsurance, copayment, or deductible for the</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>you have any of the following risk factors: high blood pressure (hypertension), history of abnormal cholesterol and triglyceride levels (dyslipidemia), obesity, or a history of high blood sugar (glucose). Tests may also be covered if you meet other requirements, like being overweight and having a family history of diabetes.</p> <p>Based on the results of these tests, you may be eligible for up to two diabetes screenings every 12 months.</p>	<p>Medicare-covered diabetes screening tests.</p>
<p>Diabetes self-management training and diabetic services and supplies†</p>	
<p>For all people who have diabetes (insulin and noninsulin users), covered services include:</p>	
<ul style="list-style-type: none"> Supplies to monitor your blood glucose: Blood glucose monitor, blood glucose test strips, lancet devices, lancets, and glucose-control solutions for checking the accuracy of test strips and monitors. 	<p>No charge.</p>
<ul style="list-style-type: none"> For people with diabetes who have severe diabetic foot disease: One pair per calendar year of therapeutic custom-molded shoes (including inserts provided with such shoes) and two additional pairs of inserts, or one pair of depth shoes and three pairs of inserts (not including the noncustomized removable inserts provided with such shoes). Coverage includes fitting. 	<p>[You pay [10% - 50%] of the cost per visit.]</p> <p>[You pay [nothing; \$5 - \$50] per visit.]</p>
<p> Diabetes self-management training is covered under certain conditions.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for the diabetes self-management training preventive benefit.</p>
<p>Durable medical equipment and related supplies† (For a definition of "durable medical equipment," see Chapter 12 of this booklet.)</p>	
<p>[You pay [no charge][10% - 50%] [of the cost]</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

<p>Services that are covered for you</p>	<p>What you must pay when you get these services</p>
<p>Covered items include, but are not limited to: wheelchairs, crutches, hospital bed, IV infusion pump, oxygen equipment, nebulizer, and walker.</p> <p>We cover all medically necessary durable medical equipment covered by Original Medicare. If our supplier in your area does not carry a particular brand or manufacturer, you may ask them if they can special order it for you. The most recent list of suppliers is available on our website at kp.org.</p> <p>You may also obtain any medically necessary durable medical equipment from any supplier that contracts with fee-for-service Medicare (Original Medicare). However, if our plan does not contract with this supplier, you will have to pay the cost-sharing under fee-for-service Medicare.</p>	
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <p>You have worldwide emergency coverage.</p> <ul style="list-style-type: none"> • Outpatient prescription drugs prescribed and provided outside the United States as part of covered Emergency Care are covered. These drugs are not covered under the Medicare Part D benefit and do not accumulate to the Part D thresholds (the maximum drug costs paid by the member as established by CMS in order for the member 	<p>[You pay [no charge] [\$25-\$200 per Emergency Department visit.]</p> <p>This copayment does not apply if you are admitted directly to the hospital as an inpatient (it does apply if you are admitted as anything other than an inpatient; for example, it does apply if you are admitted for observation).</p> <p>† If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by our plan and your cost is the cost-sharing you would pay at a network hospital.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
to qualify for the next level of health plan coverage or cost share).	
<p> Health and wellness education programs</p> <p>These are programs focused on clinical health conditions such as hypertension, cholesterol, asthma, and special diets. Programs are designed to enrich the health and lifestyles of members include weight management, fitness, and stress management classes at Kaiser Permanente medical centers. They include online recipes, information on a variety of health topics, a health encyclopedia, a drug encyclopedia, online health calculators which help members check their progress to better health, walking, and weight control programs. We offer healthy living seminars conducted by health care professionals, physical activity programs, and health fair activities including preventive care screenings and services that involve working with Kaiser Permanente representatives to complete and review total health assessments. Communication materials are provided to aid human resources managers and/or benefit managers in the implementation of onsite activities, as well as tailored programs for groups. Access to this information as well as online sign-up for classes available in your area can be found at kp.org/myhealth after selecting your region.</p>	<p>No charge.</p>
<p>[Hearing aids</p> <p>Medically necessary hearing aids, hearing aid evaluations and diagnostic procedures to determine the hearing aid model, which will best compensate for loss of hearing with Plan Providers. The following hearing aid models are covered:</p> <ul style="list-style-type: none"> • in the ear; • behind the ear; • on the body; and • on the eyeglass temple 	<p>[You pay nothing for one hearing aid [for each ear] every [12 months; 24 months; 36 months].]</p> <p>[You pay nothing on charges of up to [\$500-\$1,500] for one hearing aid [for each ear] every [12 months; 24 months; 36 months].] [You pay any charges over and above this Health Plan Hearing Aid Benefit Allowance.]</p> <p>[You pay [20%-40%] of the charges for each Hearing Aid. Health Plan pays remaining</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	charges up to [\$500-\$1500] per Hearing Aid.] [You pay any charges over and above this Hearing Aid Benefit Allowance.]]
<p>Hearing services†</p> <ul style="list-style-type: none"> • Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. 	[You pay [no charge];[\$5-\$50] per visit.]
<p> HIV screening</p> <ul style="list-style-type: none"> • For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover one screening exam every 12 months. • For women who are pregnant, we cover up to three screening exams during a pregnancy. 	There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered preventive HIV screening.
<p>Home health agency care†</p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Part-time or intermittent skilled nursing and home health aide services. To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week. • Physical therapy, occupational therapy, and speech therapy. • Medical and social services. • Medical equipment and supplies. 	<p>[You pay [no charge]; [\$5 - \$50] [No charge after deductible] per Medicare-covered home health care visit.</p> <p>Note: There is no cost -sharing for home health care services and items provided in accord with Medicare guidelines. However, the applicable cost-sharing listed elsewhere in this Medical Benefits Chart will apply if the item is covered under a different benefit; for example, durable medical equipment not provided by a home health agency.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>[Home infusion therapy] We cover home infusion supplies and drugs if all of the following are true:</p> <ul style="list-style-type: none"> • Your prescription drug is on our Medicare Part D formulary. • We approved your prescription drug for home infusion therapy. • Your prescription is written by a network provider and filled at a network home-infusion pharmacy.] 	<p>[You pay [no charge]; [\$5 - \$50] per visit.]</p>
<p>Hospice care† You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have six months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider. Covered services include:</p> <ul style="list-style-type: none"> • Drugs for symptom control and pain relief. • Short-term respite care. • Home care. <p>*For hospice services and services that are covered by Medicare Part A or B and are related to your terminal prognosis: Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.</p> <p>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need nonemergency, non-urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these</p>	<p>When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not our plan.</p> <p>Members with Medicare Part B only must use a Plan hospice.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>services depends on whether you use a provider in our plan's network:</p> <ul style="list-style-type: none"> • If you obtain the covered services from a network provider, you only pay the plan cost-sharing amount for in-network services. • If you obtain the covered services from an out-of-network provider, you pay the cost-sharing under Fee-for-Service Medicare (Original Medicare). <p>[For drugs that may be covered by our plan's Part D benefit: Drugs are never covered by both hospice and our plan at the same time. For more information, please see Chapter 5, Section 9.4 ("What if you are in Medicare-certified hospice)."]</p> <p>Note: If you need nonhospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services. Getting your nonhospice care through our network providers will lower your share of the costs for the services.</p>	
<ul style="list-style-type: none"> • Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. 	<p>[You pay [nothing; \$5 - \$50] per visit.]</p>
<p> Immunizations</p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> • Pneumonia vaccine. • Flu shots, once a year in the fall or winter. • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B. • Other vaccines if you are at risk and they meet Medicare Part B coverage rules. <p>We also cover some vaccines under our Part D prescription drug benefit.</p> <p>In addition, we cover the following routine immunizations endorsed by the Centers for Disease Control and</p>	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Prevention (CDC) that is not covered by Medicare Part B:</p> <ul style="list-style-type: none"> Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under childhood immunizations). 	
<p>Infertility services† Medically necessary services only.</p>	<p>Inpatient: Per benefit period, for a Medicare-covered stay in a network hospital, you pay [no charge];[\$75-\$1,000]. [You are covered for [unlimited days; 90 days each Benefit Period; unlimited days each Benefit Period.]</p> <p>Outpatient surgery: [You pay [nothing][no charge]; [\$5-\$500] per Medicare-covered visit.]</p> <p>Office visits: [You pay [no charge]; \$5-\$50] per visit. [You pay [no charge]; \$5-\$50] per Primary care visit and [no charge]; \$5-\$50] per Specialty care visit.]</p> <p>[Related prescription drugs:] [50% Coinsurance]</p>
<p>Inpatient hospital care†</p> <p>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>There is no limit to the number of medically necessary hospital days or services that are generally and customarily provided by acute care general hospitals.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> Semiprivate room (or a private room if medically necessary). 	<p>Per benefit period, for a Medicare-covered stay in a network hospital, you pay [nothing after deductible] [nothing] [no charge] [\$75 - \$1,000].</p> <p>There is no charge for subsequent covered hospital stays within the same benefit period.</p> <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Meals including special diets. • Regular nursing services. • Costs of special care units (such as intensive care or coronary care units). • Drugs and medications. • Lab tests. • X-rays and other radiology services. • Necessary surgical and medical supplies. • Use of appliances, such as wheelchairs. • Operating and recovery room costs. • Physical, occupational, and speech language therapy. • Inpatient substance abuse services for medical management of withdrawal symptoms associated with substance abuse (detoxification). • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are at a distant location, you may choose to go locally or distant as long as the local transplant providers are willing to accept the Original Medicare rate. If we provide transplant services at a distant location (outside of the service area) and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay 	<p>60 calendar days in a row.</p> <p>†If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would pay at a network hospital.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used.</p> <ul style="list-style-type: none"> • Physician services. 	
<p>Note: To be an "inpatient," your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Inpatient mental health care† Covered services include mental health care services that require a hospital stay. You are covered for unlimited days each Benefit Period. There is no lifetime limit for stays in a Medicare-certified psychiatric facility, including Mental Health services provided in a psychiatric unit of a general hospital.</p>	<p>Per benefit period, for a Medicare-covered stay in a network hospital, you pay [nothing after deductible] [nothing] [no charge] [\$75 - \$1,000.]</p> <p>There is no charge for subsequent covered hospital stays within the same benefit period.</p> <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Inpatient services covered during a noncovered inpatient stay†</p> <p>If you have exhausted your skilled nursing facility (SNF) benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient or SNF stay. However, in some cases, we will cover certain services you receive while you are in the hospital or SNF.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Physician services. • Physical therapy, speech therapy, and occupational therapy. • Radium, and isotope therapy, including technician materials and services 	<p>You pay the following for covered outpatient services and other items covered under Medicare Part B:</p> <p>You pay nothing per visit after deductible.] [You pay [no charge][; \$5 - \$50] per primary care visit and [no charge][; \$5 - \$50] per specialty care visit.]</p>
<ul style="list-style-type: none"> • Diagnostic tests (like lab tests). • X-ray. 	<p>[No charge after deductible met] [You pay [no charge][; \$5 - \$50] per visit.]</p>
<ul style="list-style-type: none"> • Surgical dressings. • Splints, casts and other devices used to reduce fractures and dislocations. 	<p>[You pay [no charge][; \$5 - \$50] per visit.]</p>
<ul style="list-style-type: none"> • Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices. • Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes (including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition). 	<p>[You pay [no charge][; \$5 - \$50] per visit.] [5% - 50%] coinsurance.</p>
<p>Medical foods</p>	<p>[5% - 50%] coinsurance.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Coverage is provided for medical foods and modified food products.</p>	
<p> Medical nutrition therapy†</p> <p>This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor.</p> <p>We cover three hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare health plan, or Original Medicare), and two hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew his or her referral yearly if your treatment is needed into the next calendar year.</p>	<p>There is no coinsurance, copayment, or deductible for beneficiaries eligible for Medicare-covered medical nutrition therapy services</p>
<p>Medicare Part B prescription drugs</p> <p>These drugs are covered under Part B of Original Medicare. Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services. • Certain oral anti-cancer drugs and anti-nausea drugs. • Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa). • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related 	<p>There is no charge for clinically administered drugs, peritoneal dialysis drugs, and oral chemotherapy drugs.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>to post-menopausal osteoporosis, and cannot self-administer the drug.</p> <ul style="list-style-type: none"> • Drugs you take using durable medical equipment (such as nebulizers) that were authorized by our plan. • Clotting factors you give yourself by injection if you have hemophilia. • Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant. • Antigens. • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases. <p>[Chapter 5 explains the Part D prescription drug benefit, including rules you must follow to have prescriptions covered. What you pay for your Part D prescription drugs through our plan is explained in Chapter 6.]</p>	<p>For all other Medicare Part B prescription drugs, you pay the following depending upon the plan in which you are enrolled and the type of pharmacy and drug:</p> <p>Preferred network pharmacy located at a Kaiser Permanente facility or our mail order pharmacy up to a [30-60]-day supply:</p> <p>[Generic]: [nothing; 20%; \$1 - \$94] • [Brand Name]: [nothing; 20%; \$1 - \$94]</p> <p>Network pharmacy (an affiliated pharmacy) up to a [30-60]-day supply:</p> <p>• [Generic]: [nothing; 20%; \$1 - \$94] • [Brand Name]: [nothing; 20%; \$1 - \$94]</p> <p>Out-of-network pharmacy up to a [30-60]-day supply:</p> <p>• [Generic]: [nothing; 20%; \$1 - \$94] • [Brand Name]: [nothing; 20%; \$1 - \$94]</p> <p>Network Long-term Care (an affiliated pharmacy) up to a 31-day supply:</p> <p>• [Generic]: [nothing; 20%; \$1 - \$126]</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	<ul style="list-style-type: none"> • [Brand Name]: [nothing; 20%; \$1 - \$126] • [Generic or Brand Name]: [nothing; 20%; \$1 - \$126]] <p>Mail-order pharmacy up to a 90-day supply:</p> <ul style="list-style-type: none"> • [Generic]: [nothing; 20%; \$1 - \$300] • [Brand Name]: [nothing; 20%; \$1 - \$300] • [Generic or Brand Name]: [nothing; 20%; \$1 - \$300]] <p>Preferred network pharmacy up to a 90-day supply:</p> <ul style="list-style-type: none"> • [Generic]: [nothing; 20%; \$1 - \$300] • [Brand Name]: [nothing; 20%; \$1 - \$300] • [Generic or Brand Name]: [nothing; 20%; \$1 - \$300]] <p>Network pharmacy per 90-day supply:</p> <ul style="list-style-type: none"> • [Generic]: [nothing; 20%; \$1 - \$300] • [Brand Name]: [nothing; 20%; \$1 - \$300] • [Generic or Brand Name]: [nothing; 20%; \$1 - \$300]] <p>Certain prescription drugs will have maximum quantity limits.</p> <p>Note: If the retail price of a covered prescription drug or device is less than the plan copayment or coinsurance, you will pay the retail price of the drug.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Morbid obesity†</p> <p>We cover diagnosis and treatment of morbid obesity that is recognized by the National Institutes of Health and is consistent with guidelines approved by the National Institutes of Health. BMI means a practical marker that is used to assess the degree of obesity and is calculated by dividing the weight in kilograms divided by height in meters squared.</p> <p>You must be at least 18 years of age or older and have either:</p> <ul style="list-style-type: none"> • A body mass index (BMI) of 50 or greater or • A BMI of 35 up to 49.9 when a combination of the following severe or life threatening conditions are also present: <ul style="list-style-type: none"> ◆ Sleep apnea. ◆ Diabetes. ◆ Degenerative joint disease of weight-bearing joints. ◆ Hypertension. ◆ Congestive heart failure and/or cardiomyopathy. ◆ Other severe or life threatening conditions directly related to obesity, when recommended by your plan provider. <p>Note: You will need to meet the above qualifications before your plan provider will refer you to our bariatric surgery program. This program may refer you to other plan providers to determine if you meet the additional criteria necessary for bariatric surgery, including nutritional, psychological, medical and social readiness for surgery. Final approval for surgical treatment will be required from the plan-designated physician.</p>	<p>Inpatient: Per benefit period, for a Medicare-covered stay in a network hospital, you pay [nothing after deductible] [no charge] [nothing]; [\$75 - \$1,000]</p> <p>You are covered for unlimited days each Benefit Period.</p> <p>Outpatient surgery: You pay [nothing after deductible] [nothing; \$5 - \$500]</p> <p>Office visits: [nothing; \$5 - \$50] per Primary care visit and [nothing; \$5 - \$50] per Specialty care visit.]</p>
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	
<p>Outpatient diagnostic tests and therapeutic services and supplies†</p>	
<p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays. • Laboratory tests. • Electrocardiograms and electroencephalograms. 	<p>[No charge after deductible] [You pay [no charge][\$5 - \$200] per visit.]</p>
<ul style="list-style-type: none"> • Radiation (radium and isotope) therapy, including technician materials and supplies. 	<p>[No charge after deductible] [You pay [no charge][\$5 - \$200] per visit.]</p>
<ul style="list-style-type: none"> • Interventional radiology. • Other outpatient diagnostic tests. <ul style="list-style-type: none"> ◆ Magnetic resonance imaging (MRI), computed tomography (CT), positron emission tomography (PET), and nuclear medicine scans. 	<p>[No charge after deductible] [You pay [no charge][\$5 - \$500] per visit.]</p>
<ul style="list-style-type: none"> • Blood – including storage and administration. Coverage of whole blood and packed red cells begins with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. 	<p>No charge [after first three pints] [coverage begins with first pint].</p>
<ul style="list-style-type: none"> • Surgical supplies, such as dressings. • Splints, casts, and other devices used to reduce fractures and dislocations. 	<p>[You pay [no charge][10% - 50%] [of the cost for supplies]</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Outpatient hospital services†</p> <p>We cover medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery. 	<p>You pay [nothing after deductible] [\$5 - \$1000] per visit.]</p>
<ul style="list-style-type: none"> • X-rays and other radiology services billed by the hospital. • Laboratory tests billed by the hospital. • †Blood transfusion (administration). • Certain drugs and biologicals that you can't give yourself. • Medical supplies such as splints and casts. 	<p>[No charge after deductible when received as part of the outpatient visit.] [You pay [no charge][\$5 - \$500] per visit.]</p>
<ul style="list-style-type: none"> • Certain screenings and preventive services. 	<p>[No charge] for preventive services that are covered at no cost under Original Medicare.] [You pay [no charge][\$5 - \$500] per visit.]</p>
<ul style="list-style-type: none"> • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it. 	<p>[You pay [no charge][\$5 - \$500] per visit.]</p>
<ul style="list-style-type: none"> • Dental anesthesia and related hospital or ambulatory facility charges are covered when provided in conjunction with dental care to a member who is: <ul style="list-style-type: none"> ◆ seven years of age or younger or is developmentally disabled; and ◆ an individual for whom a successful result cannot be expected from care provided under local anesthesia 	<p>Outpatient Hospital/Ambulatory Surgery Services [You pay [nothing after deductible] [\$5 - \$500] [per visit.]] [per Medicare-covered visit.] [You pay nothing per Medicare-</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>because of a physical, intellectual, or other medically compromising condition; and</p> <ul style="list-style-type: none"> ◆ an individual for whom a superior result can be expected from dental care provided under general anesthesia; or ◆ an extremely uncooperative, fearful, or uncommunicative child who is 17 years of age or younger with dental needs of such magnitude that treatment should not be delayed or deferred; and ◆ an individual for whom lack of treatment can be expected to result in oral pain, infection, loss of teeth, or other increased oral or dental morbidity; or ◆ an adult age 17 and older when the Member's medical condition (e.g., heart disease, hemophilia) requires that dental service be performed in a hospital or ambulatory surgical center for the safety of the member. 	<p>covered visit.]</p> <p>Note: If the procedure results in a situation that requires hospitalization and you are admitted as an inpatient, the cost-sharing for inpatient care would also apply (see "Inpatient hospital care" section in this Medical Benefits Chart for cost-sharing information).</p>
<p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at http://www.medicare.gov/Publications/Pubs/pdf/11435.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p>	
<p>Outpatient mental health care†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed 	<p>You pay [no charge][\$5 - \$50] per individual or [no charge][\$5 - \$50] per group therapy visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
under applicable state laws.	
<p>Outpatient rehabilitation services†</p> <ul style="list-style-type: none"> Covered services include: physical therapy, occupational therapy, and speech language therapy. Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs). 	<p>[You pay [no charge][\$5 - \$50] per visit.] [You pay nothing per visit after deductible.]</p>
<p>Outpatient substance abuse services†</p> <p>Treatment for substance abuse is covered if medically necessary and reasonable for the patient's condition.</p>	<p>You pay [no charge][\$5 - \$50] per individual or [no charge][\$5 - \$50] per group therapy visit.</p>
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers†</p> <p>Note: If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p>	<p>[No charge after deductible] [You pay [no charge][\$5 - \$800] per visit.]</p>
<p>Partial hospitalization services†</p> <p>"Partial hospitalization" is a structured program of active psychiatric treatment, provided in a hospital outpatient setting or by a community mental health center that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.</p> <p>Note: Because there are no community mental health centers in our network, we cover partial hospitalization</p>	<p>[You pay [no charge][\$5 - \$100] per visit.]</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
only in a network hospital outpatient setting.	
<p>Physician/practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location. • †Consultation, diagnosis, and treatment by a specialist. • †Basic hearing and balance exams performed by a network provider, if your doctor orders it to see if you need medical treatment. • Second opinion by another network provider prior to surgery. • †Nonroutine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician). • †Family planning and consultation services. • †Allergy consultations and evaluations. • †Allergy testing and treatment. • †Allergy injections. • House calls. • Postpartum care. • †Prenatal care. 	<p>You pay [no charge][\$5 - \$50] per Primary Care Physician visit. You pay [no charge][\$5 - \$50] per Specialist visit.</p> <p>Outpatient surgery: [You pay nothing per visit after deductible.] [You pay [no charge][\$5 - \$800] per visit.]</p>
<ul style="list-style-type: none"> • Allergy serum. • Interactive video visits for professional services when care can be provided in this format as determined by a plan provider. • Scheduled telephone appointment visits for professional 	<p>No charge</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>services when care can be provided in this format as determined by a plan provider.</p>	
<p>Podiatry services†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). • Routine foot care for members with certain medical conditions affecting the lower limbs. 	<p>[You pay [no charge][\$5-\$50] per visit.]</p>
<p>[Prescription drug coverage outside of the United States*</p> <p>Prescription drugs prescribed and provided outside the United States as part of a covered emergency care visit and/or out-of-area urgently needed care visit are covered.</p> <ul style="list-style-type: none"> • These drugs are not covered under Medicare Part D and do not accumulate to Part D thresholds. Cost sharing and limitations may apply. 	<p>You pay the following for outpatient prescription drugs per 30-day supply:</p> <ul style="list-style-type: none"> • [Generic]: [nothing; 20%; \$1 - \$75] • [Brand Name]: [nothing; 20%; 100%; \$1 - \$180] • [Generic or Brand Name]: [nothing; 20%; 100%; \$1 - \$180] • [Specialty]: [nothing; 10%; 15%; 20%; 100%]]
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam. • Prostate Specific Antigen (PSA) test. 	<p>There is no coinsurance, copayment, or deductible for an annual PSA test.</p>
<p>Prosthetic devices and related supplies†</p> <p>Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to: colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs,</p>	<p>No charge for external devices.</p> <p>No charge for internally implanted devices.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery (see "Vision care" later in this section for more detail).</p>	
<p>Pulmonary rehabilitation services</p> <p>Comprehensive programs for pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>[You pay [no charge][\$5-\$50] per visit.]</p>
<p> Screening and counseling to reduce alcohol misuse</p> <p>We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p> <p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to two individual 20- to 30-minute, face-</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling to prevent STIs preventive benefit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>	
<p>Services to treat kidney disease and conditions†</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Outpatient dialysis treatments. • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments). • Home dialysis equipment and supplies. • Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply). 	<p>[No charge after deductible]</p> <p>[You pay [no charge][\$5 - \$50] per visit.]</p> <p>[You pay [no charge][\$5 - \$500] per Medicare-covered visit.]</p> <p>[You pay [no charge][10% - 50%] [of the cost for equipment and supplies]</p>
<ul style="list-style-type: none"> • Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care). <p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B drugs, please go to the section called "Medicare Part B prescription drugs."</p>	<p>Inpatient</p> <p>You pay [nothing after deductible][no charge][\$75-\$1000] per Benefit Period for a Medicare-covered stay in a network hospital.</p> <p>You are covered for unlimited days each Benefit Period.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
benefit period ends.	
<p>[Sexual dysfunction drugs] Sexual dysfunction drugs are covered. These drugs are not covered under Medicare Part D and do not accumulate to Part D thresholds. Cost-sharing and limitations may apply.]</p>	<p>[You pay [5-50%] coinsurance of the cost for up to a [30-60]-day supply ([4-16] tablets)]</p>
<p>Skilled nursing facility (SNF) care† (For a definition of "skilled nursing facility care," see Chapter 12 of this booklet. Skilled nursing facilities are sometimes called "SNFs.")</p> <p>We cover up to 100 days per benefit period of skilled inpatient services in a skilled nursing facility in accord with Medicare guidelines (a prior hospital stay is not required). Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary). • Meals, including special diets. • Skilled nursing services. • Physical therapy, occupational therapy, and speech therapy. • Drugs administered to you as part of your plan of care (this includes substances that are naturally present in the body, such as blood clotting factors). • Blood—including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need. You must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used. • Medical and surgical supplies ordinarily provided by 	<p>You pay [nothing after deductible] [nothing][\$75-\$1000] per Benefit Period if Original Medicare would cover the stay.</p> <p>You pay [nothing][\$75-\$1000] per medically necessary admission if Original Medicare would not cover the stay.</p> <p>A benefit period begins on the first day you go to a Medicare-covered inpatient hospital or skilled nursing facility (SNF). The benefit period ends when you haven't been an inpatient at any hospital or SNF for 60 calendar days in a row.</p> <p>There is no limit to the number of benefit periods you can have.</p> <p>Note: If a benefit period begins in 2015 for you and does not end until sometime in 2016, the 2015 cost-sharing will continue until the benefit period ends.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>SNFs.</p> <ul style="list-style-type: none"> • Laboratory tests ordinarily provided by SNFs. • X-rays and other radiology services ordinarily provided by SNFs. • Use of appliances such as wheelchairs ordinarily provided by SNFs. • Physician/practitioner services. 	
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use) If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period, however, you will pay the applicable cost-sharing. Each counseling attempt includes up to four face-to-face visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p>Urgently needed services Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <ul style="list-style-type: none"> • Inside our service area: You must obtain urgent care from network providers, unless our provider network is temporarily unavailable or inaccessible due to an unusual and extraordinary circumstance (for example, major disaster). 	<p>Office visits: [You pay [no charge][\$5 - \$50] per visit.]</p> <p>Emergency Department: [You pay [no charge][\$5 - \$200] per Emergency Room visit.]</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Outside our service area: You have worldwide urgent care coverage when you travel if you need medical attention right away for an unforeseen illness or injury and you reasonably believed that your health would seriously deteriorate if you delayed treatment until you returned to our service area. <p>See Chapter 3, Section 3, for more information.</p>	
<p>Vision care† Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. However, we cover routine eye exams: (eye refraction exams) to determine the need for vision correction and to provide a prescription for eyeglass lenses. 	<p>You pay [nothing][no charge][\$5 - \$50] [per visit.] [per primary care visit and [nothing][no charge][\$5 - \$50] per specialty care visit.]</p>
<ul style="list-style-type: none"> • 🍎 For people who are at high risk of glaucoma, such as people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older: glaucoma screening once per year. 	<p>No charge.</p>
<ul style="list-style-type: none"> • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) • Corrective lenses/frames (and replacements) needed after a cataract removal without a lens implant. <p>Note: Members may request insertion of presbyopia-correcting intraocular lenses (IOLs) in place of a conventional IOL following cataract surgery. The member is responsible for payment of that portion of the charge for the IOL and associated services that exceed the charge for</p>	<p>20% coinsurance.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
insertion of a conventional IOL following cataract surgery.	
<p>Additional eyewear benefits:</p> <ul style="list-style-type: none"> • Eyeglass lenses: Regular eyeglass lenses, including add-ons. Regular eyeglass lenses are any lenses with a refractive value. If only one eye needs correction, we also provide a balance lens for the other eye. • Eyeglass frames: Eyeglass frames, including the mounting of eyeglass lenses in the frame, original fitting of the frames, and subsequent adjustment. • [Contact lenses: Coverage for the initial purchase of contact lenses only for the first time you are examined for contact lenses at a Kaiser Permanente facility. This discount includes: Fitting of contact lenses, initial pair of lenses, training for the insertion and removal of contact lens, and three months of follow-up visits.] 	<p>[[75% - 85%]of Plan Charges per calendar year.]</p> <p>[\$150 - \$500 allowance combined once every 24 months toward eyeglass frames, lenses and/or contact lenses including the cost of the initial fitting when purchased at Kaiser Permanente optical departments.]</p>
<ul style="list-style-type: none"> • [Contact lenses: Coverage for the initial purchase of contact lenses only for the first time you are examined for contact lenses at a Kaiser Permanente facility. This discount includes: Fitting of contact lenses, initial pair of lenses, training for the insertion and removal of contact lens, and three months of follow-up visits.] 	<p>[[75% - 85%]of Plan Charges per calendar year.]</p>
<p> "Welcome to Medicare" preventive visit</p> <p>Our plan covers the one-time "Welcome to Medicare" preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p>Important: We cover the "Welcome to Medicare" preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" preventive visit.</p>	<p>There is no coinsurance, copayment, or deductible for the "Welcome to Medicare" preventive visit.</p>

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Note: Refer to Chapter 1 (Section 7) and Chapter [9] [11] for information about coordination of benefits that applies to all covered services described in this Medical Benefits Chart.</p>	
<p>Dental benefits and fee schedule*†</p> <p>General terms and conditions</p> <ul style="list-style-type: none"> • Subject to the terms, conditions, limitations, and exclusions specified in this Kaiser Permanente Medicare Plus Evidence of Coverage including Chapter [10][12], "Definitions of Important Words," you may receive Covered Dental Services from Participating Dental Providers. • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. has entered into an Agreement with Dental Administrator to provide Covered Dental Services through Participating Dental Providers. • Only the procedures listed in the dental fee schedule below are covered dental services. When you receive any of the listed procedures from a Participating Dental Provider, you will pay the fee listed for that service. The Participating Dental Provider has agreed to accept that fee as payment in full for that procedure. Neither Kaiser Permanente nor Dental Administrator is liable for payment of these fees or for any fees incurred as the result of receipt of a non-Covered Dental Service. • You will receive a list of Participating Dental Providers from the Health Plan or Dental Administrator. You should select a Participating Dental Provider "general dentist" from whom you and your family members will receive Covered Preventive Dental Services and other Covered Dental Services. Family members may use different Participating Dental Providers. Specialty care is also available should that be required; however, you must be referred to a Participating Dental Provider specialist by your general dentist. Your fees are usually higher for care received by a specialist. Please refer to the attached dental fee schedule for those discounted fees. • You may obtain a list of Participating Dental Providers by contacting Dental Administrator or our Member Services Department at the following numbers: <ul style="list-style-type: none"> ◆ Within the Washington, D.C. Metropolitan Service Area: 1-888-777-5536. Seven days a week, 8 a.m. to 8 p.m. ◆ Outside the Washington, D.C. Metropolitan Service Area: (toll free) 1-888-777-5536. TTY users call 711. • Dental Administrator (DOMINION Dental Services USA, Inc.): Health Plan has entered into an agreement with DOMINION Dental Services USA, Inc. to provide Covered Dental Services as described in this section. For assistance concerning dental coverage questions, or for help finding a Participating Dental Provider, DOMINION Member Services specialists are available 	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Monday through Friday from 7:30 a.m. to 6:00 p.m., or you may call the following numbers:</p> <ul style="list-style-type: none">◆ Within the Washington, D.C. Metropolitan Service Area: 703-518-5338.◆ Outside the Washington, D.C. Metropolitan Service Area (toll free): 1-888-518-5338◆ TTY users call 1-800-688-4889. Hearing impaired members may also use the Internet at www.IP-RELAY.com <ul style="list-style-type: none">● DOMINION's Integrated Voice Response System is available 24 hours a day for information about Participating Dental Providers in your area, or to help you select a Participating Dental Provider. The most up-to-date list of Participating Dental Providers can be found at the following website: www.dominiondental.com/Kaiserdentists● DOMINION also provides many other secure features online at www.dominiondental.com.	
<p>Dental emergencies outside the service area*</p> <p>When a dental emergency occurs outside the service area, Dental Administrator will reimburse you for the reasonable charges for Covered Dental Services that may be provided, less any discounted fee, upon proof of payment, not to exceed \$50 per incident. Coverage is provided for emergency dental treatment as may be required to alleviate pain, bleeding, or swelling. You must receive all post-emergency care from a Participating Dental Provider.</p>	

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
<p>Discounted schedule of fees \$30 preventive plan</p> <p>Procedures not shown in this list are not covered. Refer to the description of your dental benefit for a complete description of the terms and conditions of your covered benefit.</p> <p>Fees quoted in the "You pay to Dentist" column apply only when performed by a participating general dentist. If specialty care is required, your general dentist must refer you to a participating specialist. Services received from non-participating dentists are not covered under this plan.</p> <p>FC \$30: You pay a combined fixed copayment of \$30 for any visit during which one or more of the following procedures are performed: (a) an oral exam (D0120, D0140, D0150, D0170 or D0180); (b) X-rays (D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0273, D0274, D0277, D0340 or D0350); (c) a pulp vitality test (D0460); (d) a diagnostic cast (D0470); (e) a routine cleaning (D1110); (f) fluoride application (D1206 or D1208); or (g) you are given oral hygiene instructions (D1310, D1320 or D1330).. You pay a separate fee for any other procedure performed. Coverage for periodic oral exams, prophylaxes (cleanings) and fluoride applications is limited to two times per plan year.</p> <p>NOTE: The Schedule of Dental Fees is reviewed annually and is subject to change effective January 1 of each year. Contact Dominion for details at 703-518-5338 or toll-free at 1-888-518-5338, Monday through Friday, 7:30 a.m. to 6 p.m., (TTY 711).</p>	

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
Diagnostic Services			
D0120	Periodic oral evaluation	FC \$30	Not covered
D0140	Limited oral evaluation - problem focused	FC \$30	Not covered
D0150	Comprehensive oral evaluation - new or established patient	FC \$30	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D0170	Re-evaluation - limited, problem focused	FC \$30	Not covered
D0180	Comprehensive periodontal evaluation - new or established patient - not in conjunction with D0150 and limited to once per 18 months	FC \$30	Not covered
D0210	Intraoral - complete series (including bitewings)	\$54	\$69
D0220	Intraoral - periapical first film	FC \$30	\$14
D0230	Intraoral - periapical each additional film	FC \$30	\$11
D0240	Intraoral - occlusal film	FC \$30	\$21
D0250	Extraoral - first film	FC \$30	\$26
D0260	Extraoral - each additional film	FC \$30	\$22
D0270	Bitewing - single film	FC \$30	\$14
D0272	Bitewings - two films	FC \$30	\$21
D0273	Bitewings - three films	FC \$30	\$28
D0274	Bitewings - four films	FC \$30	\$31
D0277	Vertical bitewings - 7 to 8 films	FC \$30	\$47
D0330	Panoramic film	\$43	\$55
D0340	Cephalometric film	FC \$30	\$55
D0350	Oral/facial photographic images	FC \$30	\$29
D0460	Pulp vitality tests	FC \$30	\$35
D0470	Diagnostic casts (not in conjunction with Orthodontics)	FC \$30	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
Preventive Services			
D1110	Prophylaxis (cleaning) - adult	FC \$30	Not covered
D1110*	Additional cleaning – beyond benefit limitation	\$40	\$40
D1206	Topical fluoride varnish for moderate/high risk caries patients	FC \$30	Not covered
D1208	Topical application of fluoride	FC\$30	Not covered
D1310	Nutritional counseling for control of dental disease	FC \$30	Not covered
D1320	Tobacco counseling for control and prev. of oral disease	FC \$30	Not covered
D1330	Oral hygiene instructions	FC \$30	Not covered
D1352	Prev resin rest. mod/high caries risk – perm. tooth	\$30	Not covered
Restorative Services			
D2140	Amalgam - one surface, primary or permanent	\$68	Not covered
D2150	Amalgam - two surfaces, primary or permanent	\$88	Not covered
D2160	Amalgam - three surfaces, primary or permanent	\$105	Not covered
D2161	Amalgam - four or more surfaces, primary or permanent	\$126	Not covered
D2330	Resin-based composite - one surface, anterior	\$83	Not covered
D2331	Resin-based composite - two surfaces, anterior	\$105	Not covered
D2332	Resin-based composite - three surfaces, anterior	\$129	Not covered
D2335	Resin-based composite - four or more surfaces or involving incisal angle (anterior)	\$163	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D2390	Resin-based composite crown, anterior	\$216	Not covered
D2391	Resin-based composite - one surface, posterior	\$108	Not covered
D2392	Resin-based composite - two surfaces, posterior	\$143	Not covered
D2393	Resin-based composite - three surfaces, posterior	\$179	Not covered
D2394	Resin-based composite - four or more surfaces, posterior	\$204	Not covered
D2510	Inlay - metallic - one surface	\$493	Not covered
D2520	Inlay - metallic - two surfaces	\$556	Not covered
D2530	Inlay - metallic - three or more surfaces	\$604	Not covered
D2542	Onlay – metallic - two surfaces	\$641	Not covered
D2543	Onlay – metallic - three surfaces	\$653	Not covered
D2544	Dental onlay metl 4/more surfaces	\$657	Not covered
D2610	Inlay - porcelain/ceramic - one surface	\$541	Not covered
D2620	Inlay - porcelain/ceramic - two surfaces	\$576	Not covered
D2630	Inlay - porcelain/ceramic - three or more surfaces	\$665	Not covered
D2642	Onlay - porcelain/ceramic - two surfaces	\$616	Not covered
D2643	Onlay - porcelain/ceramic - three surfaces	\$666	Not covered
D2644	Dental onlay porc 4/more surfaces	\$710	Not covered
D2650	Inlay - resin-based composite - one surface	\$498	Not covered
D2651	Inlay - resin-based composite - two surfaces	\$538	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D2652	Inlay - resin-based composite - three or more surfaces	\$699	Not covered
D2662	Onlay - resin-based composite - two surfaces	\$568	Not covered
D2663	Onlay - resin-based composite - three surfaces	\$699	Not covered
D2664	Onlay - resin-based composite - ≥ 4 surfaces	\$662	Not covered
D2710	Crown - resin (indirect)	\$277	Not covered
D2712	Crown 3/4 resin-based composite (exclusive of veneers)	\$255	Not covered
D2720	Crown - resin with high noble metal	\$675	Not covered
D2721	Crown - resin with predominantly base metal	\$601	Not covered
D2722	Crown - resin with noble metal	\$628	Not covered
D2740	Crown - porcelain/ceramic substrate	\$741	Not covered
D2750	Crown - porcelain fused to high noble metal	\$755	Not covered
D2751	Crown - porcelain fused to predominantly base metal	\$653	Not covered
D2752	Crown - porcelain fused to noble metal	\$679	Not covered
D2780	Crown - 3/4 cast high noble metal	\$724	Not covered
D2781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D2782	Crown - 3/4 cast noble metal	\$611	Not covered
D2783	Crown - 3/4 porcelain/ceramic	\$628	Not covered
D2790	Crown - full cast high noble metal	\$675	Not covered
D2791	Crown - full cast predominantly base metal	\$601	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D2792	Crown - full cast noble metal	\$628	Not covered
D2794	Crown – titanium	\$679	Not covered
D2910	Recement inlay	\$68	Not covered
D2920	Recement crown	\$68	Not covered
D2932	Prefabricated resin crown	\$254	Not covered
D2940	Sedative filling	\$77	Not covered
D2950	Core buildup, including any pins	\$172	Not covered
D2951	Pin retention - per tooth, in addition to restoration	\$40	Not covered
D2952	Cast post and core in addition to crown	\$252	Not covered
D2954	Prefabricated post and core in addition to crown	\$224	Not covered
D2955	Post removal (not in conj. with endo. therapy)	\$194	Not covered
D2970	Temporary crown (fractured tooth)	\$188	Not covered
D2980	Crown repair, by report	\$138	Not covered
Endodontic Services			
D3110	Pulp cap - direct (excluding final restoration)	\$47	Not covered
D3120	Pulp cap - indirect (excluding final restoration)	\$47	Not covered
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	\$104	\$122
D3221	Pulpal debridement, prim. and perm. teeth	\$126	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D3310	Anterior (excluding final restoration)	\$439	\$505
D3320	Bicuspid (excluding final restoration)	\$525	\$604
D3330	Molar (excluding final restoration)	\$687	\$789
D3333	Internal root repair of perforation defects	Not covered	\$225
D3346	Retreatment of previous root canal therapy - anterior	Not covered	\$609
D3347	Retreatment of previous root canal therapy - bicuspid	Not covered	\$812
D3348	Retreatment of previous root canal therapy - molar	Not covered	\$1,047
D3410	Apicoectomy/periradicular surgery - anterior	\$422	\$524
D3421	Apicoectomy/periradicular surgery - bicuspid (first root)	\$471	\$655
D3425	Apicoectomy/periradicular surgery - molar (first root)	\$518	\$687
D3426	Apicoectomy/periradicular surgery (each additional root)	\$314	\$371
D3427	Periradicular surg. w/o apicoectomy	\$402	\$504
D3430	Retrograde filling - per root	\$118	\$295
D3450	Root amputation - per root	\$205	\$330
D3920	Hemisection (including any root removal), not including root canal therapy	\$258	\$305
D3950	Canal prep/fitting of preformed dowel or post	\$154	\$216
Periodontic Services			
D4210	Gingivectomy or gingivoplasty - four or more contiguous teeth per quadrant	\$372	\$439

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D4211	Gingivectomy or gingivoplasty - one to three teeth, per quadrant	\$161	\$190
D4240	Gingival flap procedure, including root planing - four or more contiguous teeth	\$479	\$566
D4241	Gingival flap procedure, including root planing - one to three teeth, per quadrant	\$121	\$239
D4260	Osseous surgery (including flap entry and closure) - four or more per quadrant	\$709	\$836
D4261	Osseous surgery (including flap entry and closure) - one to three teeth, per quadrant	\$452	\$534
D4268	Surgical revision procedure, per tooth	\$389	\$562
D4274	Distal or proximal wedge procedure	\$329	\$466
D4341	Periodontal scaling and root planing - four or more contiguous teeth or bounded teeth spaces per quadrant	\$137	\$194
D4342	Periodontal scaling and root planing - one to three teeth, per quadrant	\$99	\$117
D4355	Full mouth debridement to enable comprehensive evaluation and diagnosis	\$121	\$175
D4381	Localized delivery of chemotherapeutic agents	\$33	\$44
D4910	Periodontal maintenance	\$83	\$110
Prosthetics – Removable			
D5110	Complete denture - maxillary	\$845	Not covered
D5120	Complete denture - mandibular	\$845	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D5130	Immediate denture - maxillary	\$910	Not covered
D5140	Immediate denture - mandibular	\$910	Not covered
D5211	Maxillary partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5212	Mandibular partial denture - resin base (including any conventional clasps, rests and teeth)	\$653	Not covered
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	\$906	Not covered
D5225	Maxillary partial denture	\$904	Not covered
D5226	Mandibular partial denture	\$1,004	Not covered
D5281	Removable unilateral partial denture - one piece cast metal (including clasps and teeth)	\$510	Not covered
D5410	Adjust complete denture - maxillary	\$79	Not covered
D5411	Adjust complete denture - mandibular	\$79	Not covered
D5421	Adjust partial denture - maxillary	\$79	Not covered
D5422	Adjust partial denture - mandibular	\$79	Not covered
D5510	Repair broken complete denture base	\$101	Not covered
D5520	Replace missing or broken teeth - complete denture (each tooth)	\$77	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D5610	Repair resin denture base	\$102	Not covered
D5620	Repair cast framework	\$147	Not covered
D5630	Repair or replace broken clasp	\$139	Not covered
D5640	Replace broken teeth - per tooth	\$88	Not covered
D5650	Add tooth to existing partial denture	\$131	Not covered
D5660	Add clasp to existing partial denture	\$160	Not covered
D5670	Replace all teeth and acrylic on cast metal framework (maxillary)	\$559	Not covered
D5671	Replace all teeth and acrylic on cast metal framework (mandibular)	\$559	Not covered
D5710	Rebase complete maxillary denture	\$344	Not covered
D5711	Rebase complete mandibular denture	\$331	Not covered
D5720	Rebase maxillary partial denture	\$265	Not covered
D5721	Rebase mandibular partial denture	\$265	Not covered
D5730	Reline complete maxillary denture (chairside)	\$214	Not covered
D5731	Reline complete mandibular denture (chairside)	\$215	Not covered
D5740	Reline maxillary partial denture (chairside)	\$212	Not covered
D5741	Reline mandibular partial denture (chairside)	\$212	Not covered
D5750	Reline complete maxillary denture (laboratory)	\$260	Not covered
D5751	Reline complete mandibular denture (laboratory)	\$258	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D5760	Reline maxillary partial denture (laboratory)	\$250	Not covered
D5761	Reline mandibular partial denture (laboratory)	\$249	Not covered
D5810	Interim complete denture (maxillary)	\$549	Not covered
D5811	Interim complete denture (mandibular)	\$400	Not covered
D5820	Interim partial denture (maxillary)	\$424	Not covered
D5821	Interim partial denture (mandibular)	\$429	Not covered
D5850	Tissue conditioning, maxillary	\$120	Not covered
D5851	Tissue conditioning, mandibular	\$121	Not covered
Prosthetics – Fixed			
D6000- D6199	ALL IMPLANT SERVICES - 15% DISCOUNT (incl. D0360-D0363 cone beam imaging w/ implants)		
D6210	Pontic - cast high noble metal	\$610	Not covered
D6211	Pontic - cast predominantly base metal	\$624	Not covered
D6212	Pontic - cast noble metal	\$586	Not covered
D6214	Pontic – titanium	\$571	Not covered
D6240	Pontic - porcelain fused to high noble metal	\$755	Not covered
D6241	Pontic - porcelain fused to predominantly base metal	\$653	Not covered
D6242	Pontic - porcelain fused to noble metal	\$679	Not covered
D6245	Pontic – porcelain/ceramic	\$741	Not covered
D6250	Pontic - resin with high noble metal	\$745	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D6251	Pontic - resin with predominantly base metal	\$707	Not covered
D6252	Pontic - resin with noble metal	\$717	Not covered
D6545	Retainer - cast metal for resin bonded fixed prosthesis	\$270	Not covered
D6548	Retainer. - porcelain/ceramic for resin bonded fixed prosthesis	\$481	Not covered
D6600	Inlay - porcelain/ceramic, two surfaces	\$400	Not covered
D6601	Inlay - porcelain/ceramic, >=3 surfaces	\$426	Not covered
D6602	Inlay - cast high noble metal, two surfaces	\$422	Not covered
D6603	Inlay - cast high noble metal, three or more surfaces	\$468	Not covered
D6604	Inlay - cast predominantly base metal, two surfaces	\$422	Not covered
D6605	Inlay - cast predominantly base metal, three or more surfaces	\$404	Not covered
D6606	Inlay - cast noble metal, two surfaces	\$384	Not covered
D6607	Inlay - cast noble metal, three or more surfaces	\$426	Not covered
D6608	Onlay -porcelain./ceramic, two surfaces	\$437	Not covered
D6609	Onlay - porcelain./ceramic, three or more surfaces	\$458	Not covered
D6610	Onlay - cast high noble metal, two surfaces	\$501	Not covered
D6611	Onlay cast high noble metal >=3 surfaces	\$548	Not covered
D6612	Onlay - cast predominantly base metal, two surfaces	\$431	Not covered
D6613	Onlay - cast predominantly base metal, three or more surfaces	\$478	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D6614	Onlay - cast noble metal, two surfaces	\$454	Not covered
D6615	Onlay cast noble metal >=3 surfaces	\$501	Not covered
D6624	Inlay – titanium	\$468	Not covered
D6634	Onlay – titanium	\$548	Not covered
D6720	Crown - resin with high noble metal	\$747	Not covered
D6721	Crown - resin with predominantly base metal	\$666	Not covered
D6722	Crown - resin with noble metal	\$696	Not covered
D6740	Crown – Porcelain/ceramic	\$741	Not covered
D6750	Crown - porcelain fused to high noble metal	\$639	Not covered
D6751	Crown - porcelain fused to predominantly base metal	\$571	Not covered
D6752	Crown - porcelain fused to noble metal	\$599	Not covered
D6780	Crown - 3/4 cast high noble metal	\$724	Not covered
D6781	Crown - 3/4 cast predominantly base metal	\$566	Not covered
D6782	Crown - 3/4 cast noble metal	\$578	Not covered
D6783	Crown - 3/4 porc./ceramic	\$808	Not covered
D6790	Crown - full cast high noble metal	\$675	Not covered
D6791	Crown - full cast predominantly base metal	\$601	Not covered
D6792	Crown - full cast noble metal	\$628	Not covered
D6794	Crown – titanium	\$679	Not covered

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D6930	Recement fixed partial denture	\$88	Not covered
D6940	Stress breaker	\$205	Not covered
D6975	Coping – metal	\$431	Not covered
D6980	Fixed partial denture repair, by report	\$206	Not covered
Oral Surgery			
D7111	Coronal remnants - deciduous tooth	\$72	\$85
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	\$83	\$97
D7210	Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth	\$149	\$176
D7220	Removal of impacted tooth - soft tissue	\$183	\$216
D7230	Removal of impacted tooth - partially bony	\$250	\$295
D7240	Removal of impacted tooth - completely bony	\$295	\$347
D7241	Removal of impacted tooth - completely bony, with unusual surg. complications	\$363	\$429
D7250	Surgical removal of residual tooth roots (cutting procedure)	\$167	\$199
D7270	Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	\$279	\$330
D7280	Surgical access of an unerupted tooth	\$312	\$369
D7282	Mobiliz. of erupted or malpos. tooth-aid erup	\$96	\$210

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D7285	Biopsy of oral tissue - hard (bone, tooth)	\$196	\$231
D7286	Biopsy of oral tissue - soft (all others)	\$184	\$216
D7291	Transseptal fiberotomy/supra crestal fiberotomy, by report	\$142	\$169
D7310	Alveoloplasty in conjunction with extractions - per quadrant	\$150	\$177
D7311	Alveoloplasty in conjunction with extractions	\$130	\$154
D7320	Alveoloplasty not in conjunction with extractions – per quadrant	\$193	\$227
D7321	Alveoloplasty not in conjunction with extractions	\$40	\$84
D7471	Removal of lateral exostosis	\$314	\$370
D7472	Removal of torus palatinus	\$263	\$311
D7473	Removal of torus mandibularis	\$271	\$320
D7485	Surgical reduction of osseous tuberosity	\$297	\$351
D7510	Incision and drainage of abscess - intraoral soft tissue	\$108	\$127
D7511	Incision and drainage of abscess - intraoral	\$226	\$260
D7910	Suture of recent small wounds up to 5 cm	\$246	\$290
D7960	Frenulectomy (frenectomy or frenotomy) - separate procedure	\$226	\$314
D7963	Frenuloplasty	\$99	\$245
D7970	Excision of hyperplastic tissue - per arch	\$456	\$539
D7971	Excision of pericoronal gingiva	\$225	\$265

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D7972	Surgical reduction of fibrous tuberosity	\$78	\$185
Orthodontics			
D8090	Comprehensive orthodontic treatment of the adult dentition	Not covered	\$3,658
D8660	Pre-orthodontic treatment visit	Not covered	\$413
D8670	Periodic orthodontic treatment visit (as part of contract)	Not covered	\$118
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	Not covered	\$516
Additional Procedures			
D9110	Palliative (emergency) treatment of dental pain - minor procedure	\$30	\$75
D9210	Local anesthesia not in conjunction with operative or surgical procedures	\$0	Not covered
D9211	Regional block anesthesia	\$0	Not covered
D9212	Trigeminal division block anesthesia	\$0	Not covered
D9215	Local anesthesia	\$0	Not covered
D9220	Deep sedation/general anesth - first 30 minutes	\$80	\$277
D9221	Deep sedation/general anesth - each addtl. 15 minutes	\$40	\$100
D9230	Analgesia, anxiolysis, inhalation of nitrous oxide	\$36	\$41
D9241	Intrav conscious sed./analgesia - first 30 minutes	\$121	\$272
D9242	Intrav conscious sed./analgesia - each addtl. 15 minutes	\$0	\$85

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

ADA Code	Description of Services	*What you must pay to:	
		Dentist	Specialist
D9310	Consultation (diagnostic service provided by dentist or physician other than practitioner providing treatment)	\$59	\$96
D9439	Office visit - Not including an FC30 visit	\$10	\$10
D9440	Office visit - after regularly scheduled hours	\$27	\$111
D9910	Application of desensitizing medicament	\$30	\$60
D9930	Treatment of complications (post-surgical)	\$48	\$48
D9940	Occlusal guard, by report	\$338	\$519
D9950	Occlusion analysis - mounted case	\$169	\$169
D9951	Occlusal adjustment - limited	\$88	\$115
D9952	Occlusal adjustment - complete	\$372	\$597
D9990	Broken office appointment	\$50	\$50

SECTION 3. What services are not covered by our plan?

Section 3.1 Services we do *not* cover (exclusions)

This section tells you services are "excluded from Medicare coverage and, therefore, are not covered by this plan. If a service is "excluded," it means that we don't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception is we will pay if a service in the chart below is found upon appeal to be a medical service that we should have paid for or covered because of your specific

† Your provider must obtain prior authorization from our plan.

* Your cost-sharing for these services or items doesn't apply toward the out-of-pocket maximum.

situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 9, Section 5.3, in this booklet.)

All exclusions or limitations on services are described in the Medical Benefits Chart, or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare.	√	
Experimental medical and surgical procedures, equipment and medications. <ul style="list-style-type: none"> • Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community. 		√ May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital.		√ Covered only when medically necessary.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	√	
Full-time nursing care in your home.	√	
Custodial care is care provided in a nursing home, hospice, or other facility setting when you do not require skilled medical care or skilled nursing care. <ul style="list-style-type: none"> • Custodial care is personal care that does not require 	√	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing.		
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	√	
Fees charged by your immediate relatives or members of your household.	√	
Cosmetic surgery or procedures.		√ Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member. Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
[Routine chiropractic care.		√ Manual manipulation of the spine to correct a subluxation is covered.]
Routine foot care.		√ Some limited coverage provided according to Medicare guidelines, for example, if you have diabetes.
Orthopedic shoes.		√ If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Supportive devices for the feet.		√ Orthopedic or therapeutic shoes for people with diabetic foot disease.
[Routine hearing exams.	√]
[Hearing aids or exams to fit hearing aids.		√ This exclusion does not apply to cochlear implants and osseointegrated external hearing devices covered by Medicare.]
Radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids.	√	
Reversal of sterilization procedures and non-prescription contraceptive supplies.	√	
Infertility services.	√	
Cost of donor semen and donor eggs, storage and freezing of eggs. Services other than artificial insemination, related to conception by artificial means, including but not limited to, in vitro fertilization, ovum transplants, gamete intrafallopian transfer, zygote intrafallopian transfer and prescription drugs related to such services. Services to reverse involuntary, surgically induced infertility.	√	
[Acupuncture.	√]

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Naturopath services (uses natural or alternative treatments).	√	
Care in a licensed intermediate care facility.	√	
Comfort, convenience, or luxury equipment or features.	√	
Private duty nurse.	√	
Meals delivered to your home.	√	
Outpatient oral nutrition, such as dietary supplements, herbal supplements, weight loss aids, formulas and food.		√ This exclusion does not apply to medical food and modified food products as described in "Medical foods" in the Medical Benefits Chart.
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging, and mental performance).		√ Covered if medically necessary and covered under Original Medicare.
Services provided to veterans in Veterans Affairs (VA) facilities.		√ When emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will reimburse veterans for the difference. Members are still responsible for our plan's cost-sharing amounts.
Reconstructive surgery that offers only a minimal		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
improvement in appearance or is performed to alter or reshape normal structures of the body in order to improve appearance.		We cover reconstructive surgery to correct or repair abnormal structures of the body caused by congenital defect, developmental abnormalities, accidental injury, trauma, infection, tumors, or disease, if a network physician determines that it is necessary to improve function, or create a normal appearance, to the extent possible.
<p>Surgery that, in the judgment of a network physician specializing in reconstructive surgery, offers only a minimal improvement in appearance.</p> <ul style="list-style-type: none"> • Surgery that is performed to alter or reshape normal structures of the body in order to improve appearance. 	√	
Nonconventional intraocular lenses (IOLs) following cataract surgery (for example, a presbyopia-correcting IOL).		√ You may request and we may provide insertion of a presbyopia-correcting IOL or astigmatism-correcting IOL following cataract surgery in lieu of a conventional IOL. However, you must pay the difference between Plan Charges for a nonconventional IOL and associated services and Plan Charges for insertion of a conventional IOL following cataract surgery.
Massage therapy.		√ Covered when ordered as part of physical therapy program in accord with Medicare guidelines.
Travel and lodging expenses.		√

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
		Provided only in connection with out-of-area transplant services that our plan covers.
Transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a network provider.	√	
Licensed ambulance services without transport.		√ Covered if the ambulance transports you or if covered by Medicare.
Physical exams and other services (1) required for obtaining or maintaining employment or participation in employee programs, (2) required for insurance or licensing, or (3) on court order or required for parole or probation.		√ Covered if a network physician determines that the services are medically necessary except that routine physical exams are not covered for both Basic Option plans unless covered by Medicare.
Services related to noncovered services or items.		√ When a service or item is not covered, all services related to the noncovered service or item are excluded, (1) except for services or items we would otherwise cover to treat complications of the noncovered service or item, or (2) unless covered in accord with Medicare guidelines.
Services not approved by the federal Food and Drug Administration. Drugs, supplements, tests, vaccines, devices, radioactive materials, and any other services that by		√ This exclusion applies to services provided anywhere, even outside the U.S. It does not apply to Medicare-covered clinical trials or covered emergency care you receive outside

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
law require federal Food and Drug Administration (FDA) approval in order to be sold in the U.S., but are not approved by the FDA.		the U.S.
Exclusions described in the amendment "What You Need to Know — Your Important State-mandated Health Care Benefits and Rights and Other Legal Notices."	√	

[Cost plans that do not offer Part D: omit Chapter 5] CHAPTER 5. Using our plan's coverage for your Part D prescription drugs

SECTION 1. Introduction	104
Section 1.1 This chapter describes your coverage for Part D drugs.....	104
Section 1.2 Basic rules for our plan's Part D drug coverage	105
SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service	105
Section 2.1 To have your prescription covered, use a network pharmacy	105
Section 2.2 Finding network pharmacies	106
Section 2.3 Using our mail-order services	107
Section 2.4 How can you get a long-term supply of drugs?	107
Section 2.5 When can you use a pharmacy that is not in our network?.....	108
SECTION 3. Your drugs need to be on our “Drug List”	109
Section 3.1 The “Drug List” tells which Part D drugs are covered.....	109
Section 3.2 There are three "cost-sharing tiers" for drugs on our Drug List.....	110
Section 3.3 How can you find out if a specific drug is on our Drug List?.....	110
SECTION 4. There are restrictions on coverage for some drugs.....	110
Section 4.1 Why do some drugs have restrictions?.....	110
Section 4.2 What kinds of restrictions?.....	111
Section 4.3 Do any of these restrictions apply to your drugs?	111
SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?	112
Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered	112
Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?	113
Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?	114
SECTION 6. What if your coverage changes for one of your drugs?	115
Section 6.1 The Drug List can change during the year	115

Section 6.2	What happens if coverage changes for a drug you are taking?	115
SECTION 7.	What types of drugs are <i>not</i> covered by our plan?	116
Section 7.1	Types of drugs we do not cover	116
SECTION 8.	Show your plan membership card when you fill a prescription	118
Section 8.1	Show your membership card.....	118
Section 8.2	What if you don't have your membership card with you?.....	118
SECTION 9.	Part D drug coverage in special situations	118
Section 9.1	What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?	118
Section 9.2	What if you're a resident in a long-term care (LTC) facility?	118
Section 9.3	What if you're also getting drug coverage from an employer or retiree group plan?	119
Section 9.4	What if you're in Medicare-certified hospice?	120
SECTION 10.	Programs on drug safety and managing medications	120
Section 10.1	Programs to help members use drugs safely	120
Section 10.2	Medication Therapy Management (MTM) and other Programs to help members manage their medications	121



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, **some information in this Evidence of Coverage about the costs for Part D prescription drugs does not apply to you.**

We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this rider by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 This chapter describes your coverage for Part D drugs

This chapter explains rules for using your coverage for Part D drugs. The next chapter tells you what you pay for Part D drugs (Chapter 6, "What you pay for your Part D prescription drugs").

In addition to your coverage for Part D drugs, we also cover some drugs under our plan's medical benefits:

Through our coverage of Medicare Part A benefits, we generally cover drugs you are given during covered stays in the hospital or in a skilled nursing facility. Through our coverage of Medicare Part B benefits, we cover drugs including certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility. Chapter 4, "Medical Benefits Chart (what is covered and what you pay)," tells you about the benefits and costs for drugs during a covered hospital or skilled nursing facility stay, as well as your benefits and costs for Part B drugs.

Your drugs may be covered by Original Medicare if you are in Medicare hospice. We only cover Medicare Parts A, B, and D services and drugs that are unrelated to your terminal prognosis and related conditions, and therefore not covered under the Medicare hospice benefit. For more information, please see Section 9.4 in this chapter, "What if you're in Medicare-certified hospice." For information on hospice coverage, see the hospice section of Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."

The following sections discuss coverage of your drugs under our plan's Part D benefit rules. Section 9 in this chapter, "Part D drug coverage in special situations," includes more information about your Part D coverage and Original Medicare.

Section 1.2 Basic rules for our plan's Part D drug coverage

Our plan will generally cover your drugs as long as you follow these basic rules:

- You must have a provider (a doctor, dentist, or other prescriber) write your prescription.
- Your prescriber must either accept Medicare or file documentation with CMS showing that he or she is qualified to write prescriptions, or your Part D claim will be denied. You should ask your prescribers the next time you call or visit if they meet this condition. If not, please be aware it takes time for your prescriber to submit the necessary paperwork to be processed.
- You generally must use a network pharmacy to fill your prescription. (See Section 2, "Fill your prescriptions at a network pharmacy or through our mail-order service.")
- Your drug must be on our **Kaiser Permanente 2016 Abridged Formulary** or **Kaiser Permanente 2016 Comprehensive Formulary** (we call it the "Drug List" for short). (See Section 3, "Your drugs need to be on our Drug List.")
- Your drug must be used for a medically accepted indication. A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. (See Section 3 for more information about a medically accepted indication.)

SECTION 2. Fill your prescription at a network pharmacy or through our mail-order service

Section 2.1 To have your prescription covered, use a network pharmacy

In most cases, your prescriptions are covered only if they are filled at our network pharmacies. (See Section 2.5 for information about when we would cover prescriptions filled at out-of-network pharmacies.) Our network includes pharmacies with preferred cost-sharing, which may offer you lower cost-sharing than the standard cost-sharing offered by other pharmacies within the network.

A network pharmacy is a pharmacy that has a contract with our plan to provide your covered prescription drugs. The term "covered drugs" means all of the Part D prescription drugs that are covered on our plan's Drug List.

Our network includes pharmacies that offer standard cost-sharing and pharmacies that offer preferred cost-sharing. You may go to either type of network pharmacy to receive your covered prescription drugs. Your cost-sharing may be less at pharmacies with preferred cost-sharing.

Section 2.2 Finding network pharmacies

How do you find a network pharmacy in your area?

To find a network pharmacy, you can look in your **Pharmacy Directory**, visit our website (kp.org/seniormedrx), or call Member Services (phone numbers are printed on the back cover of this booklet).

You may go to any of our network pharmacies. However, your costs may be even less for your covered drugs if you use a network pharmacy that offers preferred cost-sharing rather than a network pharmacy that offers standard cost-sharing. The **Pharmacy Directory** will tell you which of the network pharmacies offer preferred cost-sharing. You can find out more about how your out-of-pocket costs could be different for different drugs by contacting us.

If you switch from one network pharmacy to another, and you need a refill of a drug you have been taking, you can ask either to have a new prescription written by a provider or to have your prescription transferred to your new network pharmacy.

What if the pharmacy you have been using leaves the network?

If the pharmacy you have been using leaves our plan's network, you will have to find a new pharmacy that is in our network. Or if the pharmacy you have been using stays within the network but is no longer a preferred cost-sharing, you may want to switch to a different pharmacy. To find another network pharmacy in your area, you can get help from Member Services (phone numbers are printed on the back cover of this booklet) or use the **Pharmacy Directory**. You can also find information on our website at kp.org/seniormedrx.

What if you need a specialized pharmacy?

Sometimes prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, a long-term care facility (such as a nursing home) has its own pharmacy. If you are in an LTC facility, we must ensure that you are able to routinely receive your Part D benefits through our network of LTC pharmacies, which is typically the pharmacy that the LTC facility uses. If you have any difficulty accessing your Part D benefits in an LTC facility, please contact Member Services.
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network. However, currently this is not applicable to our plan because there are no such pharmacies inside our service area.
- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use.

Note: This scenario should happen rarely.

To locate a specialized pharmacy, look in your **Pharmacy Directory** or call Member Services (phone numbers are printed on the back cover of this booklet).

Section 2.3 Using our mail-order services

For certain kinds of drugs, you can use our plan's network mail-order services. Generally, the drugs available through mail-order are drugs that you take on a regular basis for a chronic or long-term medical condition. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List.

Our mail-order service allows you to order up to a 90-day supply.

To get information about filling your prescriptions by mail, call the Kaiser Permanente pharmacy at **703-466-4900** or toll free **1-800-733-6345**, Monday through Friday, 7 a.m. to 6 p.m (TTY **711**).

You can conveniently order your prescription refills in the following ways:

- Calling our EZ Refill Line at **1-866-299-9415**, seven days a week, 24 hours a day, (TTY **711**). Be sure to select the mail delivery option when prompted.
- Order online at **kp.org/refill**. To register to use our secure online mail-order service, please go to **kp.org/register** and follow the on-screen instructions.

When you order refills for home delivery online, by phone, or in writing, you must pay your cost-sharing when you place your order (there are no shipping charges for regular mail-order service). If you prefer, you may designate a pharmacy where you want to pick up and pay for your prescription. Please contact a network pharmacy if you have a question about whether your prescription can be mailed, or see our Drug List for information about the drugs that can be mailed.

Usually a mail-order pharmacy order will get to you in no more than 7-10 days. If your mail-order prescription is delayed, please call the Kaiser Permanente pharmacy for assistance at **1-800-733-6345** or **703-466-4900**, Monday through Friday, 7 a.m. to 6 p.m. (TTY **711**).

Refills on mail order prescriptions. For refills, please contact your pharmacy 10 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

So the pharmacy can reach you to confirm your order before shipping, please make sure to let the pharmacy know the best ways to contact you. When you place your order, please provide your current contact information in case we need to reach you.

Section 2.4 How can you get a long-term supply of drugs?

When you get a long-term supply of drugs, your cost-sharing may be lower. Our plan offers two ways to get a long-term supply (also called an "extended supply") of "maintenance" drugs on our

plan's Drug List. Maintenance drugs are drugs that you take on a regular basis for a chronic or long-term medical condition. You may order this supply through mail order (see Section 2.3 in this chapter) or you may go to a retail pharmacy.

1. Some retail pharmacies in our network allow you to get a long-term supply of maintenance drugs. Your Pharmacy Directory tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Member Services for more information (phone numbers are printed on the back cover of this booklet).
2. For certain kinds of drugs, you can use our plan's network mail-order services. The drugs available through our mail-order service are marked as "mail-order" drugs on our Drug List. Our mail-order service allows you to order up to a 90-day supply. See Section 2.3 for more information about using our mail-order services.

Section 2.5 When can you use a pharmacy that is not in our network?

Your prescription may be covered in certain situations

Generally, we cover drugs filled at an out-of-network pharmacy only when you are not able to use a network pharmacy. If you cannot use a network pharmacy, here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

- If you are traveling within the United States and its territories but outside the service area and you become ill or run out of your covered Part D prescription drugs, we will cover prescriptions that are filled at an out-of-network pharmacy in limited, nonroutine circumstances according to our Medicare Part D formulary guidelines.
- If you need a Medicare Part D prescription drug in conjunction with covered out-of-network emergency care or out-of-area urgent care, we will cover up to a 30-day supply from an out-of-network pharmacy. **Note:** Prescription drugs prescribed and provided outside of the United States and its territories as part of covered emergency or urgent care are covered up to a 30-day supply in a 30-day period. These drugs are not covered under Medicare Part D; therefore, payments for these drugs do not count toward reaching the catastrophic coverage stage.
- If you are unable to obtain a covered drug in a timely manner within our service area because there is no network pharmacy within a reasonable driving distance that provides 24-hour service. We may not cover your prescription if a reasonable person could have purchased the drug at a network pharmacy during normal business hours.
- If you are trying to fill a prescription for a drug that is not regularly stocked at an accessible network pharmacy or available through our mail-order pharmacy (including high-cost drugs).
- If you are not able to get your prescriptions from a network pharmacy during a disaster.

In these situations, please check first with Member Services to see if there is a network pharmacy nearby. Phone numbers for Member Services are printed on the back cover of this booklet. You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

How do you ask for reimbursement from our plan?

If you must use an out-of-network pharmacy, you will generally have to pay the full cost (rather than your normal share of the cost) at the time you fill your prescription. You can ask us to reimburse you for our share of the cost. (Chapter 7, Section 2.1, explains how to ask us to pay you back.)

SECTION 3. Your drugs need to be on our “Drug List”

Section 3.1 The “Drug List” tells which Part D drugs are covered

Our plan has a **Kaiser Permanente 2016 Abridged Formulary** and **Kaiser Permanente 2016 Comprehensive Formulary**. In this **Evidence of Coverage**, we call it the Drug List for short.

The drugs on this list are selected by our plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved our plan's Drug List.

The drugs on the Drug List are only those covered under Medicare Part D (earlier in this chapter, Section 1.1 explains about Part D drugs).

We will generally cover a drug on our plan's Drug List as long as you follow the other coverage rules explained in this chapter and the use of the drug is a medically accepted indication. A "medically accepted indication" is a use of the drug that is either:

- Approved by the Food and Drug Administration. (That is, the Food and Drug Administration has approved the drug for the diagnosis or condition for which it is being prescribed.)
- Or supported by certain reference books. (These reference books are the American Hospital Formulary Service Drug Information, the DRUGDEX Information System, and the USPDI or its successor; and, for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology or their successors.)

Our Drug List includes both brand-name and generic drugs

A generic drug is a prescription drug that has the same active ingredients as the brand-name drug. Generally, it works just as well as the brand-name drug and usually costs less. There are generic drug substitutes available for many brand-name drugs.

What is *not* on our Drug List?

Our plan does not cover all prescription drugs.

- In some cases, the law does not allow any Medicare plan to cover certain types of drugs (for more information about this, see Section 7.1 in this chapter).
- In other cases, we have decided not to include a particular drug on our Drug List.

Section 3.2 There are three "cost-sharing tiers" for drugs on our Drug List

Every drug on our plan's Drug List is in one of three cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug.:

- Cost-sharing Tier 1 for generic drugs.
- Cost-sharing Tier 2 for brand-name drugs.
- Cost-sharing Tier 3 for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up on our Drug List. The amount you pay for drugs in each cost-sharing tier is shown in Chapter 6 ("What you pay for your Part D prescription drugs").

Section 3.3 How can you find out if a specific drug is on our Drug List?

You have three ways to find out:

1. Check the most recent Drug List we sent you in the mail. Please note: The Drug List (**Kaiser Permanente 2016 Abridged Formulary**) we sent you includes information for the covered drugs that are most commonly used by our members. However, we cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Member Services to find out if we cover it.
2. Visit our website (kp.org/seniormedrx). Our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) on the website is always the most current.
3. Call Member Services to find out if a particular drug is on our plan's Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**) or to ask for a copy of the list. Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 4. There are restrictions on coverage for some drugs

Section 4.1 Why do some drugs have restrictions?

For certain prescription drugs, special rules restrict how and when our plan covers them. A team of doctors and pharmacists developed these rules to help our members use drugs in the most effective ways. These special rules also help control overall drug costs, which keeps your drug coverage more affordable.

In general, our rules encourage you to get a drug that works for your medical condition and is safe and effective. Whenever a safe, lower-cost drug will work just as well medically as a higher-cost drug, our plan's rules are designed to encourage you and your provider to use that lower-cost

option. We also need to comply with Medicare's rules and regulations for drug coverage and cost-sharing.

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

Please note that sometimes a drug may appear more than once on our Drug List (**Kaiser Permanente 2016 Comprehensive Formulary**). This is because different restrictions or cost-sharing may apply based on factors such as the strength, amount, or form of the drug prescribed by your health care provider (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

Section 4.2 What kinds of restrictions?

Our plan uses different types of restrictions to help our members use drugs in the most effective ways. The sections below tell you more about the types of restrictions we use for certain drugs.

Restricting brand-name drugs when a generic version is available

Generally, a "generic" drug works the same as a brand-name drug and usually costs less. In most cases, when a generic version of a brand-name drug is available, our network pharmacies will provide you the generic version. We usually will not cover the brand-name drug when a generic version is available. However, if your provider has told us the medical reason that the generic drug will not work for you, then we will cover the brand-name drug. (Your share of the cost may be greater for the brand-name drug than for the generic drug.)

Getting plan approval in advance

For certain drugs, you or your provider need to get approval from our plan before we will agree to cover the drug for you. This is called "**prior authorization.**" Sometimes the requirement for getting approval in advance helps guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by our plan.

Quantity limits

For certain drugs, we limit the amount of the drug that you can have. For example, we might limit how many refills you can get, or how much of a drug you can get each time you fill your prescription. For example, if it is normally considered safe to take only one pill per day for a certain drug, we may limit coverage for your prescription to no more than one pill per day.

Section 4.3 Do any of these restrictions apply to your drugs?

Our plan's Drug List includes information about the restrictions described above. To find out if any of these restrictions apply to a drug you take or want to take, check our Drug List. For the

most up-to-date information, call Member Services (phone numbers are printed on the back cover of this booklet) or check our website (kp.org/seniormedrx).

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If there is a restriction on the drug you want to take, you should contact Member Services to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 6.2, for information about asking for exceptions.)

SECTION 5. What if one of your drugs is not covered in the way you'd like it to be covered?

Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered

We hope that your drug coverage will work well for you. But it's possible that there could be a prescription drug you are currently taking, or one that you and your provider think you should be taking that is not on our formulary or is on our formulary with restrictions. For example:

- The drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand-name version you want to take is not covered.
- The drug is covered, but there are extra rules or restrictions on coverage for that drug. As explained in Section 4, some of the drugs covered by our plan have extra rules to restrict their use. In some cases, you may want us to waive the restriction for you.
- The drug is covered, but it is in a cost-sharing tier that makes your cost-sharing more expensive than you think it should be. Our plan puts each covered drug into one of three different cost-sharing tiers. How much you pay for your prescription depends in part on which cost-sharing tier your drug is in.

There are things you can do if your drug is not covered in the way that you'd like it to be covered. Your options depend upon what type of problem you have:

- If your drug is not on our Drug List or if your drug is restricted, go to Section 5.2 to learn what you can do.
- If your drug is in a cost-sharing tier that makes your cost more expensive than you think it should be, go to Section 5.3 to learn what you can do.

Section 5.2 What can you do if your drug is not on our Drug List or if the drug is restricted in some way?

If your drug is not on our Drug List or is restricted, here are things you can do:

- You may be able to get a temporary supply of the drug (only members in certain situations can get a temporary supply). This will give you and your provider time to change to another drug or to file a request to have the drug covered.
- You can change to another drug.
- You can request an exception and ask us to cover the drug or remove restrictions from the drug.

You may be able to get a temporary supply

Under certain circumstances, we can offer a temporary supply of a drug to you when your drug is not on our Drug List or when it is restricted in some way. Doing this gives you time to talk with your provider about the change in coverage and figure out what to do.

To be eligible for a temporary supply, **you must meet the two requirements** below:

1. The change to your drug coverage must be one of the following types of changes:

- ◆ The drug you have been taking is no longer on our plan's Drug List.
- ◆ Or the drug you have been taking is now restricted in some way (Section 4 in this chapter tells you about restrictions).

2. You must be in one of the situations described below:

- ◆ **For those members who are new or who were in our plan last year and aren't in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. This temporary supply will be for a maximum of a 30-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 30-day supply of medication. The prescription must be filled at a network pharmacy.
- ◆ **For those members who are new or who were in our plan last year and reside in a long-term care (LTC) facility:** We will cover a temporary supply of your drug during the first 90 days of your membership in our plan if you are new and during the first 90 days of the calendar year if you were in our plan last year. The total supply will be for a maximum of a 98-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 98-day supply of medication. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)
- ◆ **For those members who have been in our plan for more than 90 days and reside in a long-term care (LTC) facility and need a supply right away:** We will cover one 31-

day supply of a particular drug, or less if your prescription is written for fewer days. This is in addition to the above long-term care transition supply.

- ◆ As a current member of our plan, **if you have a covered inpatient stay in the hospital or in a skilled nursing facility**, the drugs you obtain during your stay will be covered under your medical benefit rather than your Medicare Part D prescription drug coverage. When you are discharged home or to a custodial level of care at a long-term care facility, many outpatient prescription drugs you obtain at a pharmacy will be covered under your Medicare Part D coverage. Since your drug coverage is different depending upon the setting where you obtain the drug, it is possible that a drug you were taking that was covered under your medical benefit might not be covered by Medicare Part D (for example, over-the-counter drugs or cough medicine). If this happens, you will have to pay full price for that drug unless you have other coverage (for example, employer group or union coverage).

To ask for a temporary supply, call Member Services (phone numbers are printed on the back cover of this booklet).

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by our plan or ask us to make an exception for you and cover your current drug. The sections below tell you more about these options.

You can change to another drug

Start by talking with your provider. Perhaps there is a different drug covered by our plan that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

You can ask for an exception

You and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule. For example, you can ask us to cover a drug even though it is not on our plan's Drug List. Or you can ask us to make an exception and cover the drug without restrictions.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?

If your drug is in a cost-sharing tier you think is too high, here are things you can do:

You can change to another drug

If your drug is in a cost-sharing tier you think is too high, start by talking with your provider. Perhaps there is a different drug in a lower cost-sharing tier that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 6. What if your coverage changes for one of your drugs?

Section 6.1 The Drug List can change during the year

Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, we might make changes to the Drug List. For example, we might:

- Add or remove drugs from the Drug List. New drugs become available, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled and we decide not to cover it. Or we might remove a drug from the list because it has been found to be ineffective.
- Move a drug to a higher or lower cost-sharing tier.
- Add or remove a restriction on coverage for a drug (for more information about restrictions to coverage, see Section 4 in this chapter).
- Replace a brand-name drug with a generic drug.

In almost all cases, we must get approval from Medicare for changes we make to our Drug List.

Section 6.2 What happens if coverage changes for a drug you are taking?

How will you find out if your drug's coverage has been changed?

If there is a change to coverage for a drug you are taking, we will send you a notice to tell you. Normally, **we will let you know at least 60 days ahead of time.**

Once in a while, a drug is suddenly recalled because it's been found to be unsafe or for other reasons. If this happens, we will immediately remove the drug from the Drug List. We will let you know of this change right away. Your provider will also know about this change, and can work with you to find another drug for your condition.

Do changes to your drug coverage affect you right away?

If any of the following types of changes affect a drug you are taking, the change will not affect you until January 1 of the next year if you stay in our plan:

- If we move your drug into a higher cost-sharing tier.

- If we put a new restriction on your use of the drug.
- If we remove your drug from the Drug List, but not because of a sudden recall or because a new generic drug has replaced it.

If any of these changes happen to a drug you are taking, then the change won't affect your use or what you pay as your share of the cost until January 1 of the next year. Until that date, you probably won't see any increase in your payments or any added restriction to your use of the drug. However, on January 1 of the next year, the changes will affect you.

In some cases, you will be affected by the coverage change before January 1:

- If a brand-name drug you are taking is replaced by a new generic drug, we must give you at least 60 days' notice or give you a 60-day refill of your brand-name drug at a network pharmacy.
 - ◆ During this 60-day period, you should be working with your provider to switch to the generic or to a different drug that we cover.
 - ◆ Or you and your provider can ask us to make an exception and continue to cover the brand-name drug for you. For information about how to ask for an exception, see Chapter 9, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)."
- Again, if a drug is suddenly recalled because it's been found to be unsafe or for other reasons, we will immediately remove the drug from the Drug List. We will let you know of this change right away.
 - Your provider will also know about this change, and can work with you to find another drug for your condition.

SECTION 7. What types of drugs are *not* covered by our plan?

Section 7.1 Types of drugs we do not cover

This section tells you what kinds of prescription drugs are "excluded." This means Medicare does not pay for these drugs.

If you get drugs that are excluded, you must pay for them yourself. We won't pay for the drugs that are listed in this section; the only exception is if the requested drug is found upon appeal to be a drug that is not excluded under Part D and we should have paid for or covered it because of your specific situation. (For information about appealing a decision we have made to not cover a drug, go to Chapter 9, Section 6.5, in this booklet.)

Here are three general rules about drugs that Medicare drug plans will not cover under Part D:

- Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.

- Our plan cannot cover a drug purchased outside the United States and its territories.
- Our plan usually cannot cover off-label use. "Off-label use" is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.
 - ♦ Generally, coverage for "off-label use" is allowed only when the use is supported by certain reference books. These reference books are the American Hospital Formulary Service Drug Information, the DRUGDEX Information System; and for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology; or their successors. If the use is not supported by any of these reference books, then our plan cannot cover its "off-label use."

Also, by law, these categories of drugs are not covered by Medicare drug plans. Our plan covers certain drugs listed below through our enhanced drug coverage. More information is provided below:

- Nonprescription drugs (also called over-the-counter drugs).
- Drugs when used to promote fertility.
- Drugs when used for the relief of cough or cold symptoms.
- Drugs when used for cosmetic purposes or to promote hair growth.
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations.
- Drugs when used for the treatment of sexual or erectile dysfunction, such as Viagra®, Cialis®, Levitra®, and Caverject®.
- Drugs when used for treatment of anorexia, weight loss, or weight gain.
- Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale.

We offer additional coverage of some prescription drugs not normally covered in a Medicare prescription drug plan (enhanced drug coverage). The amount you pay when you fill a prescription for these drugs does not count toward qualifying you for the Catastrophic Coverage Stage. (The Catastrophic Coverage Stage is described in Chapter 6, Section 7, of this booklet.)

In addition, if you are **receiving "Extra Help" from Medicare** to pay for your prescriptions, the "Extra Help" program will not pay for the drugs not normally covered. (Please refer to the plan's Drug List or call Member Services for more information. Phone numbers for Member Services are printed on the back cover of this booklet.) However, if you have drug coverage through Medicaid, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid program to determine what drug coverage may be available to you. (You can find phone numbers and contact information for Medicaid in Chapter 2, Section 6.)

SECTION 8. Show your plan membership card when you fill a prescription

Section 8.1 Show your membership card

To fill your prescription, show your plan membership card at the network pharmacy you choose. When you show your plan membership card, the network pharmacy will automatically bill our plan for our share of your covered prescription drug cost. You will need to pay the pharmacy your share of the cost when you pick up your prescription.

Section 8.2 What if you don't have your membership card with you?

If you don't have your plan membership card with you when you fill your prescription, ask the pharmacy to call our plan to get the necessary information.

If the pharmacy is not able to get the necessary information, you may have to pay the full cost of the prescription when you pick it up. You can then ask us to reimburse you for our share. See Chapter 7, Section 2.1, for information about how to ask us for reimbursement.

SECTION 9. Part D drug coverage in special situations

Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by our plan?

If you are admitted to a hospital or to a skilled nursing facility for a stay covered by our plan, we will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, we will cover your drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this section that tell you about the rules for getting drug coverage. Chapter 6 ("What you pay for your Part D prescription drugs") gives you more information about drug coverage and what you pay.

Please note: When you enter, live in, or leave a skilled nursing facility, you are entitled to a special enrollment period. During this time period, you can switch plans or change your coverage. (Chapter 10, "Ending your membership in our plan," tells you when you can leave our plan and join a different Medicare plan.)

Section 9.2 What if you're a resident in a long-term care (LTC) facility?

Usually, a long-term care facility (such as a nursing home) has its own pharmacy, or a pharmacy that supplies drugs for all of its residents. If you are a resident of a long-term care facility, you

may get your prescription drugs through the facility's pharmacy as long as it is part of our network.

Check your **Pharmacy Directory** to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Member Services (phone numbers are printed on the back cover of this booklet).

What if you're a resident in a long-term care facility and become a new member of our plan?

If you need a drug that is not on our Drug List or is restricted in some way, we will cover a **temporary supply** of your drug during the first 90 days of your membership. The first supply will be for a maximum of up to a 98-day supply, or less if your prescription is written for fewer days. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)

If you have been a member of our plan for more than 90 days and need a drug that is not on our Drug List or if our plan has any restriction on the drug's coverage, we will cover one 31-day supply, or less if your prescription is written for fewer days.

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. Perhaps there is a different drug covered by our plan that might work just as well for you. Or you and your provider can ask us to make an exception for you and cover the drug in the way you would like it to be covered. If you and your provider want to ask for an exception, Chapter 9, Section 6.4, tells you what to do.

Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?

Do you currently have other prescription drug coverage through your (or your spouse's) employer or retiree group? If so, please contact that group's benefits administrator. He or she can help you determine how your current prescription drug coverage will work with our plan. In general, if you are currently employed, the prescription drug coverage you get from us will be secondary to your employer or retiree group coverage. That means your group coverage would pay first.

Special note about 'creditable coverage'

Each year your employer or retiree group should send you a notice that tells you if your prescription drug coverage for the next calendar year is "creditable" and the choices you have for drug coverage.

If the coverage from the group plan is "**creditable**," it means that the plan has drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.

Keep these notices about creditable coverage because you may need them later. If you enroll in a Medicare plan that includes Part D drug coverage, you may need these notices to show that you have maintained creditable coverage. If you didn't get a notice about creditable coverage from

your employer or retiree group plan, you can get a copy from the employer or retiree group's benefits administrator or the employer or union.

Section 9.4 What if you're in Medicare-certified hospice?

Drugs are never covered by both hospice and our plan at the same time. If you are enrolled in Medicare hospice and require an anti-nausea, laxative, pain medication, or antianxiety drug that is not covered by your hospice because it is unrelated to your terminal illness and related conditions, our plan must receive notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in receiving any unrelated drugs that should be covered by our plan, you can ask your hospice provider or prescriber to make sure we have the notification that the drug is unrelated before you ask a pharmacy to fill your prescription.

In the event you either revoke your hospice election or are discharged from hospice, our plan should cover all your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, you should bring documentation to the pharmacy to verify your revocation or discharge. See the previous parts of this chapter that tell about the rules for getting drug coverage under Part D. Chapter 6, "What you pay for your Part D prescription drugs," gives more information about drug coverage and what you pay.

SECTION 10. Programs on drug safety and managing medications

Section 10.1 Programs to help members use drugs safely

We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care. These reviews are especially important for members who have more than one provider who prescribes their drugs.

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

- Possible medication errors.
- Drugs that may not be necessary because you are taking another drug to treat the same medical condition.
- Drugs that may not be safe or appropriate because of your age or gender.
- Certain combinations of drugs that could harm you if taken at the same time.
- Prescriptions written for drugs that have ingredients you are allergic to.
- Possible errors in the amount (dosage) of a drug you are taking.

If we see a possible problem in your use of medications, we will work with your provider to correct the problem.

Section 10.2 Medication Therapy Management (MTM) and other Programs to help members manage their medications

We have programs that can help our members with complex health needs. For example, some members have several medical conditions, take different drugs at the same time, and have high drug costs.

These programs are voluntary and free to members. A team of pharmacists and doctors developed the programs for us. The programs can help make sure that our members get the most benefit from the drugs they take.

Our program is called a Medication Therapy Management (MTM) program. Some members who take medications for different medical conditions may be able to get services through a MTM program. A pharmacist or other health professional will give you a comprehensive review of all your medications. You can talk about how best to take your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary of this discussion. The summary has a medication action plan that recommends what you can do to make the best use of your medications, with space for you to take notes or write down any follow-up questions. You'll also get a personal medication list that will include all the medications you're taking and why you take them.

It's a good idea to have your medication review before your yearly "Wellness" visit, so you can talk to your doctor about your action plan and medication list. Bring your action plan and medication list with you to your visit or anytime you talk with your doctors, pharmacists, and other health care providers. Also, keep your medication list with you (for example, with your ID) in case you go to the hospital or emergency room.

If we have a program that fits your needs, we will automatically enroll you in the program and send you information. If you decide not to participate, please notify us and we will withdraw you from the program. If you have any questions about these programs, please contact Member Services (phone numbers are printed on the back cover of this booklet).

[Cost plans that do not offer Part D: omit Chapter 6] CHAPTER 6. What you pay for your Part D prescription drugs

SECTION 1. Introduction	124
Section 1.1 Use this chapter together with other materials that explain your drug coverage.....	124
Section 1.2 Types of out-of-pocket costs you may pay for covered drugs	125
SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug	125
Section 2.1 What are the drug payment stages for Medicare Plus members?.....	125
SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in	126
Section 3.1 We send you a monthly report called the "Explanation of Benefits" (the "EOB")	126
Section 3.2 Help us keep our information about your drug payments up-to-date	127
SECTION 4. There is no deductible for Medicare Plus.....	128
Section 4.1 You do not pay a deductible for your Part D drugs	128
SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share.....	128
Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription.....	128
Section 5.2 A table that shows your costs for a one-month supply of a drug	129
Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply	130
Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug.....	131
Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$4,850	132
Section 5.6 How Medicare calculates your out-of-pocket costs for prescription drugs.....	133
SECTION 6. There is no coverage gap for our plan	134
Section 6.1 You do not have a coverage gap for your Part D drugs	134

SECTION 7. During the Catastrophic Coverage Stage, we pay most of the cost for your drugs..... 135

Section 7.1 Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year 135

SECTION 8. What you pay for vaccinations covered by Part D depends upon how and where you get them 135

Section 8.1 Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine..... 135

Section 8.2 You may want to call Member Services before you get a vaccination 137

SECTION 9. Do you have to pay the Part D "late enrollment penalty"? 137

Section 9.1 What is the Part D "late enrollment penalty"? 137

Section 9.2 How much is the Part D late enrollment penalty?..... 138

Section 9.3 In some situations, you can enroll late and not have to pay the penalty 138

Section 9.4 What can you do if you disagree about your late enrollment penalty? 139



Did you know there are programs to help people pay for their drugs?

There are programs to help people with limited resources pay for their drugs. These include "Extra Help" and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, some information in this **Evidence of Coverage** about the costs for Part D prescription drugs does not apply to you. We will send you a separate document, called the "**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this document by December 31, 2015, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are printed on the back cover of this booklet.

SECTION 1. Introduction

Section 1.1 Use this chapter together with other materials that explain your drug coverage

This chapter focuses on what you pay for your Part D prescription drugs. To keep things simple, we use "drug" in this chapter to mean a Part D prescription drug. As explained in Chapter 5, not all drugs are Part D drugs—some drugs are covered under Medicare Part A or Part B and other drugs are excluded from Medicare coverage by law. Some excluded drugs are covered under your group's plan.

To understand the payment information we give you in this chapter, you need to know the basics of what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. Here are materials that explain these basics:

- Our **Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary**. To keep things simple, we call this the "Drug List."
 - ◆ This Drug List tells you which drugs are covered for you.
 - ◆ It also tells you which of the six "cost-sharing tiers" the drug is in and whether there are any restrictions on your coverage for the drug.
 - ◆ If you need a copy of the Drug List, call Member Services (phone numbers are printed on the back cover of this booklet). You can also find the Drug List on our website at kp.org/seniormedrx. The Drug List on the website is always the most current.
- **Chapter 5 of this booklet**. Chapter 5 gives you the details about your prescription drug coverage, including rules you need to follow when you get your covered drugs. Chapter 5 also tells you which types of prescription drugs are not covered by our plan.

- **Our plan's Pharmacy Directory.** In most situations, you must use a network pharmacy to get your covered drugs (see Chapter 5 for the details). The **Pharmacy Directory** has a list of pharmacies in our plan's network. It also tells you which pharmacies in our network can give you a long-term supply of a drug (such as filling a prescription for a three-month supply).

Section 1.2 Types of out-of-pocket costs you may pay for covered drugs

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services. The amount that you pay for a drug is called "cost-sharing" and there are three ways you may be asked to pay.

- The "**deductible**" is the amount you must pay for drugs before our plan begins to pay its share.
- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

SECTION 2. What you pay for a drug depends upon which "drug payment stage" you are in when you get the drug

Section 2.1 What are the drug payment stages for Medicare Plus members?

As shown in the table below, there are "drug payment stages" for your prescription drug coverage under our plan. How much you pay for a drug depends upon which of these stages you are in at the time you get a prescription filled or refilled.

Stage 1	Stage 2	Stage 3	Stage 4
<p>Yearly Deductible Stage Because there is no deductible for our plan, this payment stage does not apply to you.</p>	<p>Initial Coverage Stage You begin in this stage when you fill your first prescription of the year. During this stage, we pay our share of the cost of your drugs and you pay your share of the cost. You stay in this stage until your year-to-date "total drug costs" (your payments plus any Part D plan's payments) total \$4,850. (Details are in Section 5 of this chapter.)</p>	<p>Coverage Gap Stage Because there is no coverage gap for our plan, this payment stage does not apply to you.</p>	<p>Catastrophic Coverage Stage During this stage, we will pay most of the cost of your drugs for the rest of the calendar year (through December 31, 2016). (Details are in Section 7 of this chapter.)</p>

SECTION 3. We send you reports that explain payments for your drugs and which payment stage you are in

Section 3.1 We send you a monthly report called the "Explanation of Benefits" (the "EOB")

Our plan keeps track of the costs of your prescription drugs and the payments you have made when you get your prescriptions filled or refilled at the pharmacy. This way, we can tell you when you have moved from one drug payment stage to the next. In particular, there are two types of costs we keep track of:

- We keep track of how much you have paid. This is called your "**out-of-pocket**" cost.
- We keep track of your "**total drug costs.**" This is the amount you pay out-of-pocket or others pay on your behalf plus the amount paid by the plan.

Our plan will prepare a written report called the **Part D Explanation of Benefits** (it is sometimes called the "**Part D EOB**") when you have had one or more prescriptions filled through our plan during the previous month. It includes:

- **Information for that month.** This report gives you the payment details about the prescriptions you have filled during the previous month. It shows the total drug costs, what the plan paid, and what you and others on your behalf paid.
- **Totals for the year since January 1.** This is called "year-to-date" information. It shows you the total drug costs and total payments for your drugs since the year began.

Section 3.2 Help us keep our information about your drug payments up-to-date

To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up-to-date:

- **Show your membership card when you get a prescription filled.** To make sure we know about the prescriptions you are filling and what you are paying, show your plan membership card every time you get a prescription filled.
- **Make sure we have the information we need.** There are times you may pay for prescription drugs when we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, you may give us copies of receipts for drugs that you have purchased. (If you are billed for a covered drug, you can ask us to pay our share of the cost. For instructions about how to do this, go to Chapter 7, Section 2, of this booklet.) Here are some types of situations when you may want to give us copies of your drug receipts to be sure we have a complete record of what you have spent for your drugs:
 - ◆ When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan's benefit.
 - ◆ When you made a copayment for drugs that are provided under a drug manufacturer patient assistance program.
 - ◆ Anytime you have purchased covered drugs at out-of-network pharmacies or other times you have paid the full price for a covered drug under special circumstances.
- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs and help qualify you for catastrophic coverage. For example, payments made by a State Pharmaceutical Assistance Program, an AIDS drug assistance program, the Indian Health Service, and most charities count toward your out-of-pocket costs. You should keep a record of these payments and send them to us so we can track your costs.
- **Check the written report we send you.** When you receive an **Part D Explanation of Benefits** (a **Part D EOB**) in the mail, please look it over to be sure the information is complete and correct. If you think something is missing from the report, or you have any questions, please call Member Services (phone numbers are printed on the back cover of this

booklet). You can also choose to view your **Part D EOB** online instead of by mail. Please visit kp.org/goinggreen and sign on to learn more about choosing to view your **Part D EOB** securely online. Be sure to keep these reports. They are an important record of your drug expenses.

SECTION 4. There is no deductible for Medicare Plus

Section 4.1 You do not pay a deductible for your Part D drugs

There is no deductible for Medicare Plus. You begin in the Initial Coverage Stage when you fill your first prescription of the year. See Section 5 for information about your coverage in the Initial Coverage Stage.

SECTION 5. During the Initial Coverage Stage, our plan pays its share of your drug costs and you pay your share

Section 5.1 What you pay for a drug depends upon the drug and where you fill your prescription

During the Initial Coverage Stage, we pay our share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending upon the drug and where you fill your prescription.

Our plan has three cost-sharing tiers

Every drug on our plan's Drug List is in one of three cost-sharing tiers. In general, the higher the cost-sharing tier number, the higher your cost for the drug:

- Cost-sharing **Tier 1** for generic.
- Cost-sharing **Tier 2** for brand-name.
- Cost-sharing **Tier 3** for injectable Part D vaccines.

To find out which cost-sharing tier your drug is in, look it up in our plan's Drug List. Preferred and nonpreferred generic drugs listed in the formulary will be subject to the generic drug cost-sharing and preferred and nonpreferred brand-name and specialty drugs listed in the formulary will be subject to the brand-name cost-sharing.

Your pharmacy choices

How much you pay for a drug depends upon whether you get the drug from:

- A network retail pharmacy.
- A preferred retail pharmacy that is in our plan's network.

- A pharmacy that is not in our plan's network.
- Our plan's mail-order pharmacy.

For more information about these pharmacy choices and filling your prescriptions, see Chapter 5 in this booklet and our plan's **Pharmacy Directory**.

Generally, we will cover your prescriptions only if they are filled at one of our network pharmacies. Some of our network pharmacies are also preferred. You may go to either preferred network pharmacies or other network pharmacies to receive your covered prescription drugs. Your costs may be less at preferred pharmacies.

Section 5.2 A table that shows your costs for a one-month supply of a drug

During the Initial Coverage Stage, your share of the cost of a covered drug will be either a copayment or coinsurance.

- "**Copayment**" means that you pay a fixed amount each time you fill a prescription.
- "**Coinsurance**" means that you pay a percent of the total cost of the drug each time you fill a prescription.

As shown in the table below, the amount of the copayment or coinsurance depends upon which cost-sharing tier your drug is in. **Please note:**

- If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.
- We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 5, Section 2.5, for information about when we will cover a prescription filled at an out-of-network pharmacy.

Your share of the cost when you get a one-month supply of a covered Part D prescription drug:

Cost-sharing tier	Standard retail or standard mail order cost-sharing (in-network) Up to a 60-day supply.	Preferred retail cost-sharing (in-network) Up to a 60-day supply.	Preferred mail-order cost-sharing Up to a 60-day supply.	Long-term care (LTC) cost-sharing Up to a 31-day supply.	Out-of-network cost-sharing (coverage is limited to certain situations; see Chapter 5 for details) Up to a 30-day supply.
Tier 1 – Preferred & Nonpreferred generic drugs	\$25	\$15	\$10	\$12.50	\$12.50
Tier 2 – Preferred & Nonpreferred brand drugs	\$25	\$15	\$10	\$12.50	\$12.50
Tier 3 – Injectable Part D vaccines	\$0	\$0	Mail order is not available for drugs in Tier 3.	\$0	\$0

Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply

Typically, the amount you pay for a prescription drug covers a full month's supply of a covered drug. However your doctor can prescribe less than a month's supply of drugs. There may be times when you want to ask your doctor about prescribing less than a month's supply of a drug (for example, when you are trying a medication for the first time that is known to have serious side effects). If your doctor prescribes less than a full month's supply, you will not have to pay for the full month's supply for certain drugs.

The amount you pay when you get less than a full month's supply will depend on whether you are responsible for paying coinsurance (a percentage of the total cost) or a copayment (a flat dollar amount).

- If you are responsible for coinsurance, you pay a percentage of the total cost of the drug. You pay the same percentage regardless of whether the prescription is for a full month's supply or for fewer days. However, because the entire drug cost will be lower if you get less than a full month's supply, the amount you pay will be less.
- If you are responsible for a copayment for the drug, your copayment will be based on the number of days of the drug that you receive. We will calculate the amount you pay per day for your drug (the "daily cost-sharing rate") and multiply it by the number of days of the drug you receive.
 - ◆ Here's an example: Let's say the copayment for your drug for a full month's supply (a 30-day supply) is \$30. This means that the amount you pay per day for your drug is \$1. If you receive a 7 days' supply of the drug, your payment will be \$1 per day multiplied by 7 days, for a total payment of \$7.

Daily cost-sharing allows you to make sure a drug works for you before you have to pay for an entire month's supply. You can also ask your doctor to prescribe, and your pharmacist to dispense, less than a full month's supply of a drug or drugs, if this will help you better plan the refill date for different prescriptions so that you can take fewer trips to the pharmacy. The amount you pay will depend upon the days' supply you receive.

Section 5.4 A table that shows your costs for a long-term (up to a 90-day) supply of a drug

For some drugs, you can get a long-term supply (also called an "extended supply") when you fill your prescription. A long-term supply is up to a 90-day supply. (For details on where and how to get a long-term supply of a drug, see Chapter 5, Section 2.4.)

The table below shows what you pay when you get a long-term (up to a 90-day) supply of a drug.

Please note: If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.

Your share of the cost when you get a long-term supply of a covered Part D prescription drug:

	Standard retail or standard mail order cost-sharing (in-network)	Preferred retail cost-sharing (in-network)	Preferred mail-order cost-sharing
Cost-sharing tier	Up to a 90-day supply.	Up to a 90-day supply.	Up to a 90-day supply.
Tier 1 – Preferred & nonpreferred generic drugs	\$37.50	\$22.50	\$10
Tier 2 – Preferred & nonpreferred brand drugs	\$37.50	\$22.50	\$10
Tier 3 – Injectable Part D vaccines	\$0	\$0	Mail order is not available for drugs in Tier 3.

Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$4,850

You stay in the Initial Coverage Stage until your total out-of-pocket costs reach **\$4,850**. Medicare has rules about what counts and what does not count as your out-of-pocket costs. (See Section 5.6 for information about how Medicare counts your out-of-pocket costs.) When you reach an out-of-pocket limit of **\$4,850**, you leave the Initial Coverage Stage and move on to the Catastrophic Coverage Stage.

We offer additional coverage on some prescription drugs that are not normally covered in a Medicare prescription drug plan. Payments made for these drugs will not count toward your initial coverage limit or total out-of-pocket costs. To find out which drugs our plan covers, refer to your formulary.

The **Part D Explanation of Benefits (Part D EOB)** that we send to you will help you keep track of how much you and our plan, as well as any third parties, have spent on your behalf during the year. Many people do not reach the **\$4,850** limit in a year.

We will let you know if you reach this **\$4,850** amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Catastrophic Coverage Stage.

Section 5.6 How Medicare calculates your out-of-pocket costs for prescription drugs

Medicare has rules about what counts and what does *not* count as your out-of-pocket costs. When you reach an out-of-pocket limit of **\$4,850**, you leave the Initial Coverage Stage and move on to the Catastrophic Coverage Stage.

Here are Medicare's rules that we must follow when we keep track of your out-of-pocket costs for your drugs.

These payments are included in your out-of-pocket costs

When you add up your out-of-pocket costs, you can include the payments listed below (as long as they are for Part D covered drugs and you followed the rules for drug coverage that are explained in Chapter 5 of this booklet):

- The amount you pay for drugs when you are in any of the following drug payment stages:
 - ♦ The Initial Coverage Stage.
 - ♦ The Coverage Gap Stage.
- Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan.

It matters who pays:

- If you make these payments yourself, they are included in your out-of-pocket costs.
- These payments are also included if they are made on your behalf by certain other individuals or organizations. This includes payments for your drugs made by a friend or relative, by most charities, by AIDS drug assistance programs, by a State Pharmaceutical Assistance Program that is qualified by Medicare, or by the Indian Health Service. Payments made by Medicare's "Extra Help" Program are also included.
- Some of the payments made by the Medicare Coverage Gap Discount Program are included. The amount the manufacturer pays for your brand-name drugs is included. But the amount our plan pays for your generic drugs is not included.

Moving on to the Catastrophic Coverage Stage:

When you (or those paying on your behalf) have spent a total of **\$4,850** in out-of-pocket costs within the calendar year, you will move from the Coverage Gap Stage to the Catastrophic Coverage Stage.

These payments are not included in your out-of-pocket costs

When you add up your out-of-pocket costs, you are **not** allowed to include any of these types of payments for prescription drugs:

- The amount you contribute, if any, toward your group's premium.
- Drugs you buy outside the United States and its territories.

- Drugs that are not covered by our plan.
- Drugs you get at an out-of-network pharmacy that do not meet our plan's requirements for out-of-network coverage.
- Prescription drugs covered by Part A or Part B.
- Payments you make toward drugs covered under our additional coverage but not normally covered in a Medicare prescription drug plan.
- Payments you make toward prescription drugs not normally covered in a Medicare prescription drug plan.
- Payments made by our plan for your generic drugs while in the Coverage Gap.
- Payments for your drugs that are made or funded by group health plans, including employer health plans.
- Payments for your drugs that are made by certain insurance plans and government-funded health programs such as TRICARE and the Veterans Administration.
- Payments for your drugs made by a third-party with a legal obligation to pay for prescription costs (for example, Workers' Compensation).

Reminder: If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan. Call Member Services to let us know (phone numbers are printed on the back cover of this booklet).

How can you keep track of your out-of-pocket total?

- **We will help you.** The **Part D Explanation of Benefits (Part D EOB)** report we send to you includes the current amount of your out-of-pocket costs (Section 3 in this chapter above tells about this report). When you reach a total of **\$4,850** in out-of-pocket costs for the year, this report will tell you that you have left the Initial Coverage Stage and have moved on to the Catastrophic Coverage Stage.
- **Make sure we have the information we need.** Section 3.2 above tells what you can do to help make sure that our records of what you have spent are complete and up-to-date.

SECTION 6. There is no coverage gap for our plan

Section 6.1 You do not have a coverage gap for your Part D drugs

There is no coverage gap for our plan. Once you leave the Initial Coverage Stage, you move to the Catastrophic Coverage Stage. See Section 7 for information about your coverage in the Catastrophic Coverage Stage.

SECTION 7. During the Catastrophic Coverage Stage, we pay most of the cost for your drugs

Section 7.1 Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the **\$4,850** limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will stay in this payment stage until the end of the calendar year. During this stage, we will pay most of the cost for your drugs.

Cost-sharing tier	You pay
Tiers 1 – Generic drugs.	\$2
Tiers 2 – Brand-name drugs.	\$7.50
Tier 3 – Injectable Part D vaccines	\$0

We will pay the rest.

SECTION 8. What you pay for vaccinations covered by Part D depends upon how and where you get them

Section 8.1 Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine

Our plan provides coverage of a number of Part D vaccines. We also cover vaccines that are considered medical benefits. You can find out about coverage of these vaccines by going to the Medical Benefits Chart in Chapter 4, Section 2.1.

There are two parts to our coverage of Part D vaccinations:

- The first part of coverage is the cost of the vaccine medication itself. The vaccine is a prescription medication.
- The second part of coverage is for the cost of giving you the vaccine. (This is sometimes called the "administration" of the vaccine.)

What do you pay for a Part D vaccination?

What you pay for a Part D vaccination depends upon three things:

1. **The type of vaccine** (what you are being vaccinated for).
 - ◆ Some vaccines are considered medical benefits. You can find out about your coverage of these vaccines by going to Chapter 4, "Medical Benefits Chart (what is covered and what you pay)."
 - ◆ Other vaccines are considered Part D drugs. You can find these vaccines listed in our **Kaiser Permanente 2016 Comprehensive Formulary**.
2. **Where you get the vaccine medication.**
3. **Who gives you the vaccine.**

What you pay at the time you get the Part D vaccination can vary depending upon the circumstances. For example:

- ◆ Sometimes when you get your vaccine, you will have to pay the entire cost for both the vaccine medication and for getting the vaccine. You can ask us to pay you back for our share of the cost.
- ◆ Other times, when you get the vaccine medication or the vaccine, you will pay only your share of the cost.

To show how this works, here are three common ways you might get a Part D vaccine.

Situation 1:

- You buy the Part D vaccine at the pharmacy and you get your vaccine at the network pharmacy. (Whether you have this choice depends upon where you live. Some states do not allow pharmacies to administer a vaccination.)
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine and the cost of giving you the vaccine.
 - ◆ Our plan will pay the remainder of the costs.

Situation 2:

- You get the Part D vaccination at your doctor's office.
 - ◆ When you get the vaccination, you will pay for the entire cost of the vaccine and its administration.
 - ◆ You can then ask us to pay our share of the cost by using the procedures that are described in Chapter 7 of this booklet ("Asking us to pay our share of a bill you have received for covered medical services or drugs").
 - ◆ You will be reimbursed the amount you paid less your normal copayment for the vaccine (including administration) less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

Situation 3:

- You buy the Part D vaccine at your pharmacy, and then take it to your doctor's office where they give you the vaccine.
 - ◆ You will have to pay the pharmacy the amount of your copayment for the vaccine itself.
 - ◆ When your doctor gives you the vaccine, you will pay the entire cost for this service. You can then ask us to pay our share of the cost by using the procedures described in Chapter 7 of this booklet.
 - ◆ You will be reimbursed the amount charged by the doctor for administering the vaccine less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

IMPORTANT NOTE: When you receive a covered injectable Part D vaccine at a Kaiser Permanente network medical office or injection clinic, **you will not be charged at the time of your visit.** Instead, we will send you a bill for the applicable cost-sharing for the Part D vaccine and vaccine administration.

Section 8.2 You may want to call Member Services before you get a vaccination

The rules for coverage of vaccinations are complicated. We are here to help. We recommend that you first call Member Services whenever you are planning to get a vaccination. Phone numbers for Member Services are printed on the back cover of this booklet.

- We can tell you about how your vaccination is covered by our plan and explain your share of the cost.
- We can tell you how to keep your own cost down by using providers and pharmacies in our network.
- If you are not able to use a network provider and pharmacy, we can tell you what you need to do to get payment from us for our share of the cost.

SECTION 9. Do you have to pay the Part D "late enrollment penalty"?

Section 9.1 What is the Part D "late enrollment penalty"?

Note: If you receive "Extra Help" from Medicare to pay for your prescription drugs, you will not pay a late enrollment penalty.

The late enrollment penalty is an amount that is added to your Part D premium. You may owe a late enrollment penalty if at any time after your initial enrollment period is over, there is a period of 63 days or more in a row when you did not have Part D or other creditable prescription drug coverage. "Creditable prescription drug coverage" is coverage that meets Medicare's minimum standards since it is expected to pay, on average, at least as much as Medicare's standard

prescription drug coverage. The amount of the penalty depends upon how long you waited to enroll in a creditable prescription drug coverage plan any time after the end of your initial enrollment period or how many full calendar months you went without creditable prescription drug coverage. You will have to pay this penalty for as long as you have Part D coverage.

The late enrollment penalty is added to your monthly premium. When you first enroll in our plan, we let you know the amount of the penalty. Your late enrollment penalty is considered part of your plan premium. If you do not pay your late enrollment penalty, you could lose your prescription drug benefits for failure to pay your plan premium.

Section 9.2 How much is the Part D late enrollment penalty?

Medicare determines the amount of the penalty. Here is how it works:

- First count the number of full months that you delayed enrolling in a Medicare drug plan, after you were eligible to enroll. Or count the number of full months in which you did not have creditable prescription drug coverage, if the break in coverage was 63 days or more. The penalty is 1% for every month that you didn't have creditable coverage. For example, if you go 14 months without coverage, the penalty will be 14%.
- Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2016, this average premium amount is \$34.10.
- To calculate your monthly penalty, you multiply the penalty percentage and the average monthly premium, and then round it to the nearest 10 cents. In the example here, it would be 14% times \$34.10, which equals \$4.77. This rounds to \$4.80. This amount would be added to the monthly premium for someone with a late enrollment penalty.

There are three important things to note about this monthly late enrollment penalty:

- First, the penalty may change each year because the average monthly premium can change each year. If the national average premium (as determined by Medicare) increases, your penalty will increase.
- Second, you will continue to pay a penalty every month for as long as you are enrolled in a plan that has Medicare Part D drug benefits.
- Third, if you are under 65 and currently receiving Medicare benefits, the late enrollment penalty will reset when you turn 65. After age 65, your late enrollment penalty will be based only on the months that you don't have coverage after your initial enrollment period for aging into Medicare.

Section 9.3 In some situations, you can enroll late and not have to pay the penalty

Even if you have delayed enrolling in a plan offering Medicare Part D coverage when you were first eligible, sometimes you do not have to pay the late enrollment penalty.

You will not have to pay a penalty for late enrollment if you are in any of these situations:

- If you already have prescription drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. Medicare calls this "creditable drug coverage." **Please note:**
 - ◆ Creditable coverage could include drug coverage from a former employer or union, TRICARE, or the Department of Veterans Affairs. Your insurer or your human resources department will tell you each year if your drug coverage is creditable coverage. This information may be sent to you in a letter or included in a newsletter from the plan. Keep this information because you may need it if you join a Medicare drug plan later. Please note: If you receive a "certificate of creditable coverage" when your health coverage ends, it may not mean your prescription drug coverage was creditable. The notice must state that you had "creditable" prescription drug coverage that expected to pay as much as Medicare's standard prescription drug plan pays.
 - ◆ The following are not creditable prescription drug coverage: prescription drug discount cards, free clinics, and drug discount websites.
 - ◆ For additional information about creditable coverage, please look in your **Medicare & You** 2016 handbook or call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users call **1-877-486-2048**. You can call these numbers for free, 24 hours a day, 7 days a week.
- If you were without creditable coverage, but you were without it for less than 63 days in a row.
- If you are receiving "Extra Help" from Medicare.

Section 9.4 What can you do if you disagree about your late enrollment penalty?

If you disagree about your late enrollment penalty, you or your representative can ask for a review of the decision about your late enrollment penalty. Generally, you must request this review within 60 days after you are notified you have to pay a late enrollment penalty. Call Member Services to find out more about how to do this (phone numbers are printed on the back cover of this booklet).

Important: Do not stop paying your late enrollment penalty while you're waiting for a review of the decision about your late enrollment penalty. If you do, you could be disenrolled for failure to pay your plan premiums.

SECTION 10. Do you have to pay an extra Part D amount because of your income?

Section 10.1 Who pays an extra Part D amount because of income?

Most people pay a standard monthly Part D premium. However, some people pay an extra amount because of their yearly income. If your income is \$85,000 or above for an individual (or married individuals filing separately) or \$170,000 or above for married couples, you must **pay an extra amount directly to the government** for your Medicare Part D coverage.

If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be and how to pay it. The extra amount will be withheld from your Social Security, Railroad Retirement Board, or Office of Personnel Management benefit check, no matter how you usually pay your plan premium, unless your monthly benefit isn't enough to cover the extra amount owed. If your benefit check isn't enough to cover the extra amount, you will get a bill from Medicare. You must pay the extra amount to the government. It cannot be paid with your monthly plan premium.

Section 10.2 How much is the extra Part D amount?

If your modified adjusted gross income (MAGI) as reported on your IRS tax return is above a certain amount, you will pay an extra amount in addition to your other Medicare premium(s).

The chart below shows the extra amount you will pay to Medicare based on your income.

If you filed an individual tax return and your income in 2014 was:	If you were married but filed a separate tax return and your income in 2014 was:	If you filed a joint tax return and your income in 2014 was:	This is the monthly cost of your extra Part D amount (to be paid in addition to your plan premium)
Equal to or less than \$85,000	Equal to or less than \$85,000	Equal to or less than \$170,000	\$0
Greater than \$85,000 and less than or equal to \$107,000		Greater than \$170,000 and less than or equal to \$214,000	\$12.70

If you filed an individual tax return and your income in 2014 was:	If you were married but filed a separate tax return and your income in 2014 was:	If you filed a joint tax return and your income in 2014 was:	This is the monthly cost of your extra Part D amount (to be paid in addition to your plan premium)
Greater than 107,000 and less than or equal to \$160,000		Greater than \$214,000 and less than or equal to \$320,000	\$32.80
Greater than \$160,000 and less than or equal to \$214,000	Greater than \$85,000 and less than or equal to \$129,000	Greater than \$320,000 and less than or equal to \$428,000	\$52.80
Greater than \$214,000	Greater than \$129,000	Greater than \$428,000	\$72.90

Section 10.3 What can you do if you disagree about paying an extra Part D amount?

If you disagree about paying an extra amount because of your income, you can ask Social Security to review the decision. To find out more about how to do this, contact Social Security at **1-800-772-1213 (TTY 1-800-325-0778)**.

Section 10.4 What happens if you do not pay the extra Part D amount?

The extra amount is paid directly to the government (not your Medicare plan) for your Medicare Part D coverage. If you are required to pay the extra amount and you do not pay it, you will lose your prescription drug coverage.

CHAPTER 7. Asking us to pay our share of a bill you have received for covered medical services [or drugs]

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services [or drugs]..... 143

Section 1.1 If you pay our share of the cost of your covered services [or drugs], or if you receive a bill, you can ask us for payment..... 143

SECTION 2. How to ask us to pay you back or to pay a bill you have received 145

Section 2.1 How and where to send us your request for payment 145

SECTION 3. We will consider your request for payment and say yes or no 146

Section 3.1 We check to see whether we should cover the service [or drug] and how much we owe..... 146

Section 3.2 If we tell you that we will not pay for all or part of the medical care [or drug], you can make an appeal..... 146

SECTION 4. Other situations in which you should save your receipts and send copies to us 147

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs..... 147

SECTION 1. Situations in which you should ask us to pay our share of the cost of your covered services [or drugs]

Section 1.1 If you pay our share of the cost of your covered services [or drugs], or if you receive a bill, you can ask us for payment

Sometimes when you get medical care [or a prescription drug], you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of our plan. In either case, you can ask us to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services [or drug]s that are covered by our plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask us to pay you back or to pay a bill you have received:

When you've received emergency or urgently needed medical care from a provider who is not in our network

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill our plan for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
 - ◆ If the provider is owed anything, we will pay the provider directly.
 - ◆ If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.

When a network provider sends you a bill you think you should not pay

Network providers should always bill us directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection (that you never pay more than your cost-sharing amount) applies even if we pay the

provider less than the provider charges for a service, and even if there is a dispute and we don't pay certain provider charges. For more information about "balance billing," go to Chapter 4, Section 1.3.

- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under our plan.

If you are retroactively enrolled in our plan

Sometimes a person's enrollment in our plan is retroactive. ("Retroactive" means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services [or drugs] after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

- Please call Member Services for additional information about how to ask us to pay you back and deadlines for making your request. Phone numbers for Member Services are printed on the back cover of this booklet.

[Cost plans without Part D coverage: delete next three situations.]

When you use an out-of-network pharmacy to get a prescription filled

If you go to an out-of-network pharmacy and try to use your membership card to fill a prescription, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription. We cover prescriptions filled at out-of-network pharmacies only in a few special situations. Please go to Chapter 5, Section 2.5, to learn more.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription because you don't have your plan membership card with you

If you do not have your plan membership card with you, you can ask the pharmacy to call us or to look up your plan enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

When you pay the full cost for a prescription in other situations

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

- For example, the drug may not be on our List of Covered Drugs (Formulary); or it could have a requirement or restriction that you didn't know about or don't think should apply to you. If you decide to get the drug immediately, you may need to pay the full cost for it.
- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

When you pay copayments under a drug manufacturer patient assistance program

If you get help from, and pay copayments under, a drug manufacturer patient assistance program outside our plan's benefit, you may submit a paper claim to have your out-of-pocket expense count toward qualifying you for catastrophic coverage. Save your receipt and send a copy to us.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. [Chapter 7 *OR* Chapter 9] of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)," has information about how to make an appeal.

SECTION 2. How to ask us to pay you back or to pay a bill you have received**Section 2.1 How and where to send us your request for payment**

Send us your request for payment, along with your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website (**kp.org**) or call Member Services and ask for the form. Phone numbers for Member Services are printed on the back cover of this booklet.

Mail your request for payment together with any bills or receipts to us at this address:

Kaiser Permanente
Attn: Member Services
2101 East Jefferson Street
Rockville, MD 20852

You must submit your claim to us within 365 days after service date.

Contact Member Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3. We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the service [or drug] and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care [or drug] is covered and you followed all the rules for getting the care [or drug], we will pay for our share of the cost. If you have already paid for the service [or drug], we will mail your reimbursement of our share of the cost to you. If you have not paid for the service [or drug] yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered. [Chapter 5 explains the rules you need to follow for getting your Part D prescription drugs covered.]
- If we decide that the medical care [or drug] is not covered, or you did not follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the medical care [or drug], you can make an appeal

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details about how to make this appeal, go to [Chapter 7 OR Chapter 9] of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)." The appeals process is a detailed legal process with complicated procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of [Chapter 7 OR Chapter 9]. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives you definitions of terms such as "appeal." Then, after

you have read Section 4, you can go to the section in [[Chapter 7 OR](#) Chapter 9] that tells you what to do for your situation:

- If you want to make an appeal about getting paid back for a medical service, go to Section 5.3 in [[Chapter 7 OR](#) Chapter 9].
- If you want to make an appeal about getting paid back for a drug, go to Section 6.5 of [[Chapter 7 OR](#) Chapter 9].

SECTION 4. Other situations in which you should save your receipts and send copies to us

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs

[Cost plans that do not offer Part D: delete this section.]

There are some situations when you should let us know about payments you have made for your drugs. In these cases, you are not asking us for payment. Instead, you are telling us about your payments so that we can calculate your out-of-pocket costs correctly. This may help you to qualify for the Catastrophic Coverage Stage more quickly.

Here is one situation when you should send us copies of receipts to let us know about payments you have made for your drugs:

When you get a drug through a patient assistance program offered by a drug manufacturer

Some members are enrolled in a patient assistance program offered by a drug manufacturer that is outside our plan benefits. If you get any drugs through a program offered by a drug manufacturer, you may pay a copayment to the patient assistance program.

- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** Because you are getting your drug through the patient assistance program and not through our plan's benefits, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

Since you are not asking for payment in the case described above, this situation is not considered a coverage decision. Therefore, you cannot make an appeal if you disagree with our decision.

CHAPTER 8. Your rights and responsibilities

SECTION 1. We must honor your rights as a member of our plan	149
Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)	149
Section 1.2 We must treat you with fairness and respect at all times	149
Section 1.3 We must ensure that you get timely access to your covered services [and drugs]	149
Section 1.4 We must protect the privacy of your personal health information.....	150
Section 1.5 We must give you information about our plan, our network of providers, and your covered services	151
Section 1.6 We must support your right to make decisions about your care	152
Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made	154
Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?	154
Section 1.9 How to get more information about your rights.....	155
Section 1.10 Information about new technology assessments	155
SECTION 2. You have some responsibilities as a member of our plan.....	155
Section 2.1 What are your responsibilities?	155

SECTION 1. We must honor your rights as a member of our plan

Section 1.1 We must provide information in a way that works for you (in languages other than English, in Braille, or in large print)

To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

Our plan has people and free language interpreter services available to answer questions from non-English-speaking members. We can also give you information in Braille or large print, if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about our plan's benefits that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call **1-877-486-2048**.

Section 1.2 We must treat you with fairness and respect at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. We do not discriminate based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019 (TTY 1-800-537-7697)** or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

Section 1.3 We must ensure that you get timely access to your covered services [and drugs]

As a member of our plan, you have the right to choose a primary care provider (PCP) in our network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Member Services to learn which doctors are accepting new patients (phone numbers are printed on the back cover of this booklet). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral, as well as other primary care providers described in Chapter 3, Section 2.2.

As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care. [You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.]

If you think that you are not getting your medical care [or Part D drugs] within a reasonable amount of time, [[Chapter 7 OR](#) Chapter 9], Section [9 or 10], of this booklet tells you what you can do. (If we have denied coverage for your medical care or drugs and you don't agree with our decision, [[Chapter 7 OR](#) Chapter 9], Section 4, tells you what you can do.)

Section 1.4 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in our plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "Notice of Privacy Practices," that tells you about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, we are required to get written permission from you first. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- Your health information is shared with your group only with your authorization or as otherwise permitted by law.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - ◆ For example, we are required to release health information to government agencies that are checking on quality of care.
 - ◆ Because you are a member of our plan through Medicare, we are required to give Medicare your health information[, including information about your Part D prescription drugs]. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held by our plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.5 We must give you information about our plan, our network of providers, and your covered services

As a member of our plan, you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in Braille or in large print.)

If you want any of the following kinds of information, please call Member Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about our plan's financial condition. It also includes information about the number of appeals made by members and our plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our network providers[, including our network pharmacies].**
 - ◆ For example, you have the right to get information from us about the qualifications of the providers in our network and how we pay the providers in our network.
 - ◆ For a list of the providers in our network, see the **Provider Directory**.
 - ◆ [For a list of the pharmacies in our network, see the **Pharmacy Directory**.]
 - ◆ For more detailed information about our providers [or pharmacies], you can call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at **kp.org/directory**.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - ◆ In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - ◆ [To get the details about your Part D prescription drug coverage, see Chapters 5 and 6 of this booklet plus our plan's List of Covered Drugs (Formulary). These chapters, together with the List of Covered Drugs (Formulary), tell you what drugs are covered and explain the rules you must follow and the restrictions to your coverage for certain drugs.]

- ◆ If you have questions about the rules or restrictions, please call Member Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - ◆ If a medical service [or Part D drug] is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service or drug from an out-of-network provider [or pharmacy].
 - ◆ If you are not happy or if you disagree with a decision we make about what medical care [or Part D drug] is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see [Chapter 7 OR Chapter 9] of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. ([Chapter 7 OR Chapter 9] also tells you about how to make a complaint about quality of care, waiting times, and other concerns.)
 - ◆ If you want to ask us to pay our share of a bill you have received for medical care [or a Part D prescription drug], see Chapter [5 or 7] of this booklet.

Section 1.6 We must support your right to make decisions about your care

You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices in a way that you can understand.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan. [It also includes being told about programs our plan offers to help members manage their medications and use drugs safely.]
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say "no."** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. [You also have the right to stop taking your medication.] Of course, if you refuse treatment [or stop taking a medication], you accept full responsibility for what happens to your body as a result.

- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. [Chapter 7 OR Chapter 9] of this booklet tells you how to ask us for a coverage decision.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can:

- Fill out a written form to give someone the legal authority to make medical decisions for you if you ever become unable to make decisions for yourself.
- Give your doctors written instructions about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "**advance directives**." There are different types of advance directives and different names for them. Documents called "**living will**" and "**power of attorney for health care**" are examples of advance directives.

If you want to use an "advance directive" to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. You can also contact Member Services to ask for the forms (phone numbers are printed on the back cover of this booklet).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, **take a copy with you to the hospital.**

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

District of Columbia Residents: Delmarva Foundation of the District of Columbia 924 Centreville Road Easton, MD 21601	State of Maryland Residents: Maryland Insurance Administration Consumer Complaint Investigation 200 St. Paul Place, Suite 2700 Baltimore, MD 21202	Commonwealth of Virginia Residents: State Corporation Commission Virginia Bureau of Insurance P.O. Box 1157 Richmond, VA 23218
---	---	---

Section 1.7 You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, [Chapter 7 OR Chapter 9] of this booklet tells you what you can do. It gives you the details about how to deal with all types of problems and complaints.

What you need to do to follow up on a problem or concern depends upon the situation. You might need to ask us to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do—ask for a coverage decision, make an appeal, or make a complaint—we are required to treat you fairly.

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Member Services (phone numbers are printed on the back cover of this booklet).

Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' Office for Civil Rights at **1-800-368-1019** or TTY **1-800-537-7697**, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, and it's not about discrimination, you can get help dealing with the problem you are having:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).

- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.9 How to get more information about your rights

There are several places where you can get more information about your rights:

- You can call Member Services (phone numbers are printed on the back cover of this booklet).
- You can call the State Health Insurance Assistance Program. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact Medicare:
 - ◆ You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at <http://www.medicare.gov/Pubs/pdf/11534.pdf>.)
 - ◆ Or you can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.10 Information about new technology assessments

Rapidly changing technology affects health care and medicine as much as any other industry. To determine whether a new drug or other medical development has long-term benefits, our plan carefully monitors and evaluates new technologies for inclusion as covered benefits. These technologies include medical procedures, medical devices, and new drugs.

SECTION 2. You have some responsibilities as a member of our plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of our plan are listed below. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this **Evidence of Coverage** booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - ◆ Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.

- ◆ [Chapters 5 and 6 give the details about your coverage for Part D prescription drugs.]
- **If you have any other health insurance coverage [or prescription drug coverage] in addition to our plan, you are required to tell us.** Please call Member Services to let us know (phone numbers are printed on the back cover of this booklet).
 - ◆ We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is called "coordination of benefits" because it involves coordinating the health [and drug] benefits you get from us with any other health [and drug] benefits available to you. We'll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)
- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care [or Part D prescription drugs].
 - ◆ Notifying out-of-network providers when seeking care (unless it is an emergency) that although you are enrolled in our plan, the provider should bill Original Medicare. You should present your membership card and your Medicare card.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - ◆ To help your doctors and other health care providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.
 - ◆ Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
 - ◆ If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - ◆ Paying your Medicare premiums.
 - ◆ In order to be eligible for our plan, you must have Medicare Part B (or both Part A and Part B). For that reason, some plan members must pay a premium for Medicare Part A and most plan members must pay a premium for Medicare Part B to remain a member of our plan.
 - ◆ For most of your medical services [or drugs] covered by our plan, you must pay your share of the cost when you get the service [or drug]. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 4 tells you what you must pay for your medical services. [Chapter 6 tells you what you must pay for your Part D prescription drugs.]

- ◆ If you get any medical services [or drugs] that are not covered by our plan or by other insurance you may have, you must pay the full cost.
- ◆ If you disagree with our decision to deny coverage for a service or drug, you can make an appeal. Please see [Chapter 7 OR Chapter 9] of this booklet for information about how to make an appeal.
- ◆ [If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.]
- ◆ [If you are required to pay the extra amount for Part D because of your yearly income, you must pay the extra amount directly to the government to keep your prescription drug coverage.]
- **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Member Services (phone numbers are printed on the back cover of this booklet).
 - ◆ If you move outside of our plan service area, you cannot remain a member of our plan. (Chapter 1 tells you about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a Special Enrollment Period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
 - ◆ If you move within our service area, we still need to know so we can keep your membership record up-to-date and know how to contact you.
 - ◆ If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
- **Call Member Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
 - ◆ Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
 - ◆ For more information about how to reach us, including our mailing address, please see Chapter 2.

CHAPTER 9. What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)

Background 161

SECTION 1. Introduction 161

Section 1.1 What to do if you have a problem or concern 161

Section 1.2 What about the legal terms? 161

SECTION 2. You can get help from government organizations that are not connected with us 162

Section 2.1 Where to get more information and personalized assistance 162

SECTION 3. To deal with your problem, which process should you use? 162

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints? 162

Coverage decisions and appeals 163

SECTION 4. A guide to the basics of coverage decisions and appeals 163

Section 4.1 Asking for coverage decisions and making appeals—*The big picture* 163

Section 4.2 How to get help when you are asking for a coverage decision or making an appeal 164

Section 4.3 Which section of this chapter gives the details for your situation? 165

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal 166

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care 166

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want) 167

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan) 170

Section 5.4 Step-by-step: How a Level 2 Appeal is done 173

Section 5.5	What if you are asking us to pay you for our share of a bill you have received for medical care?.....	175
SECTION 6.	Your Part D prescription drugs: How to ask for a coverage decision or make an appeal	176
Section 6.1	This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug	176
Section 6.2	What is an exception?	178
Section 6.3	Important things to know about asking for exceptions	179
Section 6.4	Step-by-step: How to ask for a coverage decision, including an exception.....	180
Section 6.5	Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a coverage decision made by our plan)	183
Section 6.6	Step-by-step: How to make a Level 2 Appeal.....	185
SECTION 7.	How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.....	187
Section 7.1	During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights	187
Section 7.2	Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date	189
Section 7.3	Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date	191
Section 7.4	What if you miss the deadline for making your Level 1 Appeal?.....	192
SECTION 8.	How to ask us to keep covering certain medical services if you think your coverage is ending too soon.....	195
Section 8.1	<i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.....	195
Section 8.2	We will tell you in advance when your coverage will be ending.....	196
Section 8.3	Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time.....	196
Section 8.4	Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time.....	198
Section 8.5	What if you miss the deadline for making your Level 1 Appeal?.....	199

SECTION 9. Taking your appeal to Level 3 and beyond 202

Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals..... 202

Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals 203

Making complaints 205

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns..... 205

Section 10.1 What kinds of problems are handled by the complaint process?..... 205

Section 10.2 The formal name for "making a complaint" is "filing a grievance" 207

Section 10.3 Step-by-step: Making a complaint..... 207

Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization..... 208

Section 10.5 You can also tell Medicare about your complaint..... 208

Background

SECTION 1. Introduction

Section 1.1 What to do if you have a problem or concern

This chapter explains two types of processes for handling problems and concerns:

- For some types of problems, you need to use the **process for coverage decisions and appeals**.
- For other types of problems, you need to use the process for making complaints.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by you and us.

Which one do you use?

That depends upon the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says "making a complaint" rather than "filing a grievance," "coverage decision" rather than "organization determination" or "coverage determination," and "Independent Review Organization" instead of "Independent Review Entity." It also uses abbreviations as little as possible.

However, it can be helpful, and sometimes quite important, for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2. You can get help from government organizations that are not connected with us

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations, you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3, of this booklet.

You can also get help and information from Medicare

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- You can visit the Medicare website (<http://www.medicare.gov>).

SECTION 3. To deal with your problem, which process should you use?

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help you with your specific problem or concern, *START HERE*:

Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care [or prescription drugs] are covered or not, the way in which they are covered, and problems related to payment for medical care [or prescription drugs].)

- **Yes, my problem is about benefits or coverage:**

Go to the next section in this chapter, Section 4: "A guide to the basics of coverage decisions and appeals."

- **No, my problem is not about benefits or coverage:**

Skip ahead to Section [9 or 10] at the end of this chapter: "How to make a complaint about quality of care, waiting times, customer service, or other concerns."

Coverage decisions and appeals

SECTION 4. A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals—*The big picture*

The process for coverage decisions and appeals deals with problems related to your benefits and coverage for medical services [and prescription drugs], including problems related to payment. This is the process you use for issues such as whether something is covered or not, and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services [or drugs]. For example, your network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision, if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a service [or drug] is not covered or is no

longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision.

If we say *no* to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

Section 4.2 How to get help when you are asking for a coverage decision or making an appeal

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call Member Services** (phone numbers are printed on the back cover of this booklet).
- To get free help from an independent organization that is not connected with our plan, **contact your State Health Insurance Assistance Program** (see Section 2 in this chapter).
- **[Your doctor can make a request for you.**
 - ♦ For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
 - ♦ For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 or Level 2 Appeal on your behalf. To request any appeal after Level 2, your doctor or other prescriber must be appointed as your representative.]
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your "representative" to ask for a coverage decision or make an appeal.

- ◆ There may be someone who is already legally authorized to act as your representative under state law.
- ◆ If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. (The form is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>.) The form gives that person permission to act on your behalf. It must be signed by you and by the person whom you would like to act on your behalf. You must give us a copy of the signed form.
- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, you are not required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

Section 4.3 Which section of this chapter gives the details for your situation?

There are four different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- Section 5 in this chapter: "Your medical care: How to ask for a coverage decision or make an appeal."
- [Section 6 in this chapter: "Your Part D prescription drugs: How to ask for a coverage decision or make an appeal."]
- Section <6 or 7> in this chapter: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- Section <7 or 8> in this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (applies to these services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services).

If you're not sure which section you should be using, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

SECTION 5. Your medical care: How to ask for a coverage decision or make an appeal



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)." To keep things simple, we generally refer to "medical care coverage" or "medical care" in the rest of this section, instead of repeating "medical care or treatment or services" every time.

If you have a complaint about a bill when you receive care from an out-of-network provider, the appeals process described will not apply, unless you were directed to go to an out-of-network provider by the plan or one of the network providers for care covered by our plan (for example, an authorized referral).

You should refer to the notice of the service (called the "Medicare Summary Notice") you receive from Original Medicare. The Medicare Summary Notice provides information on how to appeal a decision made by Original Medicare.

This section tells you what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. We will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by our plan.
3. You have received medical care or services that you believe should be covered by our plan, but we have said we will not pay for this care.
4. You have received and paid for medical care or services that you believe should be covered by our plan, and you want to ask us to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.

Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care.

Here's what to read in those situations:

- [Chapter 7 OR Chapter 9], [Section 6 OR Section 7]: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."
- [Chapter 7 OR Chapter 9], [Section 7 OR Section 8]: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.

For all other situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you want to find out whether we will cover the medical care or services you want?	You can ask us to make a coverage decision for you. Go to the next section in this chapter, Section 5.2 .
Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for?	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 5.3 in this chapter.
Do you want to ask us to pay you back for medical care or services you have already received and paid for?	You can send us the bill. Skip ahead to Section 5.5 in this chapter.

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask us to authorize or provide the medical care coverage you want)

Legal Terms

When a coverage decision involves your medical care, it is called an "**organization determination**."

Step 1: You ask us to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a "fast coverage decision."

Legal Terms
A "fast coverage decision" is called an " expedited determination. "

How to request coverage for the medical care you want

- Start by calling, writing, or faxing us to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care [or Part D prescription drugs]."

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days after we receive your request.**

- However, we can take up to 14 more calendar days if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section <9 or 10> in this chapter.)

If your health requires it, ask us to give you a "fast coverage decision"

- **A fast coverage decision means we will answer within 72 hours.**
 - ◆ However, we can take up to 14 more calendar days if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section <9 or 10> in this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**

- ◆ You can get a fast coverage decision only if you are asking for coverage for medical care you have not yet received. (You cannot get a fast coverage decision if your request is about payment for medical care you have already received.)
- ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor tells us that your health requires a "fast coverage decision," we will automatically agree to give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor's support,** we will decide whether your health requires that we give you a fast coverage decision.
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a "fast" coverage decision

- Generally, for a fast coverage decision, we will give you our answer **within 72 hours**.
 - ◆ As explained above, **we can take up to 14 more calendar days** under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section <9 or 10> in this chapter.)
 - ◆ If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a detailed written explanation as to why we said no.

Deadlines for a "standard" coverage decision

- Generally, for a standard coverage decision, we will give you our answer **within 14 calendar days of receiving your request.**
 - ◆ We can take up to 14 more calendar days ("an extended time period") under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section <9 or 10> in this chapter.)
 - ◆ If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells you how to make an appeal.
- If our answer is **yes** to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 14 calendar days after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no.

Step 3: If we say *no* to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say **no**, you have the right to ask us to reconsider, and perhaps change this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)

Legal Terms

An appeal to our plan about a medical care coverage decision is called a plan "**reconsideration.**"

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start an appeal, you, your doctor, or your representative must contact us.** For details about how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care [or Part D prescription drugs]."
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
 - ◆ If you have someone appealing our decision for you other than your doctor, your appeal must include an "Appointment of Representative" form authorizing this person to represent you. To get the form, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the "Appointment of Representative" form. It is also available on Medicare's website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>. While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be sent to the Independent Review Organization for dismissal.
- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care [or Part D prescription drugs]."
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
 - ◆ If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal" (you can make a request by calling us)

Legal Terms

A "fast appeal" is also called an "**expedited reconsideration.**"

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a "fast appeal."
- The requirements and procedures for getting a "fast appeal" are the same as those for getting a "fast coverage decision." To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a "fast appeal," we will give you a fast appeal.

Step 2: **We consider your appeal and we give you our answer.**

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said *no* to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a "fast" appeal

- When we are using the fast deadlines, we must give you our answer **within 72 hours** after we receive your appeal. We will give you our answer sooner if your health requires us to do so.
 - ♦ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**. If we decide to take extra days to make the decision, we will tell you in writing.
 - ♦ If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Deadlines for a "standard" appeal

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - ♦ However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**.

- ◆ If you believe we should not take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 in this chapter.)
- ◆ If we do not give you an answer by the deadline above, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our answer is *yes* to part or all of what you requested, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- If our answer is *no* to part or all of what you requested, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal.

Step 3: If our plan says *no* to part or all of your appeal, your case will automatically be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said *no* to your appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

Section 5.4 Step-by-step: How a Level 2 Appeal is done

If we say *no* to your Level 1 Appeal, your case will *automatically* be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the "**Independent Review Entity**." It is sometimes called the "**IRE**."

Step 1: The Independent Review Organization reviews your appeal.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

-
- We will send the information about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.
 - You have a right to give the Independent Review Organization additional information to support your appeal.
 - Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

*If you had a "fast" appeal at Level 1, you will also have a **"fast" appeal** at Level 2*

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 72 hours of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

*If you had a "standard" appeal at Level 1, you will also have a **"standard" appeal** at Level 2*

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 30 calendar days of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, it can take up to 14 more calendar days.

Step 2: The Independent Review Organization gives you their answer.

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- If the review organization says **yes** to part or all of what you requested, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization.
- If this organization says **no** to part or all of your appeal, it means they agree with us that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision." It is also called "turning down your appeal.")
 - ♦ If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you got after your Level 2 Appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading [[Chapter 5](#) *OR* [Chapter 7](#)] of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." [[Chapter 5](#) *OR* [Chapter 7](#)] describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells you how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 4.1 in this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service; see Chapter 4, "Medical Benefits Chart (what is covered and what you pay)." We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: "Using our plan's coverage for your medical services").

We will say *yes* or *no* to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or if you haven't paid for the services, we will send the payment directly to the provider. (When we send the payment, it's the same as saying *yes* to your request for a coverage decision.)
- If the medical care is not covered, or you did not follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3 of this chapter. Go to this part for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is yes at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

SECTION 6. Your Part D prescription drugs: How to ask for a coverage decision or make an appeal

[Cost plans that do not offer Part D: omit Section 6, re-number remaining sections in Chapter 9, and change cross-references to section numbers]



Have you read Section 4 in this chapter ("A guide to the basics of coverage decisions and appeals")? If not, you may want to read it before you start this section.

Section 6.1 This section tells what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug

Your benefits as a member of our plan include coverage for many prescription drugs. Please refer to our plan's **Kaiser Permanente 2016 Abridged Formulary or Kaiser Permanente 2016 Comprehensive Formulary**. To be covered, the drug must be used for a medically accepted indication. (A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.)

- **This section is about your Part D drugs only.** To keep things simple, we generally say "drug" in the rest of this section, instead of repeating "covered outpatient prescription drug" or "Part D drug" every time.

- For details about what we mean by Part D drugs, the **Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary**, rules and restrictions on coverage, and cost information, see Chapter 5 ("Using our plan's coverage for your Part D prescription drugs") and Chapter 6 ("What you pay for your Part D prescription drugs").

Part D coverage decisions and appeals

As discussed in Section 4 of this chapter, a coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs.

Legal Terms
An initial coverage decision about your Part D drugs is called a " coverage determination. "

Here are examples of coverage decisions you ask us to make about your Part D drugs:

- You ask us to make an exception, including:
 - ♦ Asking us to cover a Part D drug that is not on our **Kaiser Permanente 2016 Comprehensive Formulary**.
 - ♦ Asking us to waive a restriction on our plan's coverage for a drug (such as limits on the amount of the drug you can get).
 - ♦ Asking to pay a lower cost-sharing amount for a covered nonpreferred drug.
- You ask us whether a drug is covered for you and whether you meet the requirements for coverage. For example, when your drug is on our **Kaiser Permanente 2016 Comprehensive Formulary**, but we require you to get approval from us before we will cover it for you.
 - ♦ **Please note:** If your pharmacy tells you that your prescription cannot be filled as written, you will get a written notice explaining how to contact us to ask for a coverage decision.
- You ask us to pay for a prescription drug you already bought. This is a request for a coverage decision about payment.

If you disagree with a coverage decision we have made, you can appeal our decision.

This section tells you both how to ask for coverage decisions and how to request an appeal. Use the chart below to help you determine which part has information for your situation:

Which of these situations are you in?

Do you need a drug that isn't on our Drug List or need us to waive a rule or restriction on a drug we cover?	Do you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need?	Do you want to ask us to pay you back for a drug you have already received and paid for?	Have we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for?
You can ask us to make an exception. (This is a type of coverage decision.) Start with Section 6.2 in this chapter.	You can ask us for a coverage decision. Skip ahead to Section 6.4 in this chapter.	You can ask us to pay you back. (This is a type of coverage decision.) Skip ahead to Section 6.4 in this chapter.	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 6.5 in this chapter.

Section 6.2 What is an exception?

If a drug is not covered in the way you would like it to be covered, you can ask us to make an "**exception.**" An exception is a type of coverage decision. Similar to other types of coverage decisions, if we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. We will then consider your request. Here are three examples of exceptions that you or your doctor or other prescriber can ask us to make:

1. Covering a Part D drug for you that is not on our Kaiser Permanente 2016 Comprehensive Formulary. (We call it the "Drug List" for short.)

Legal Terms

Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a "**formulary exception.**"

- If we agree to make an exception and cover a drug that is not on the Drug List, you will need to pay the cost-sharing amount that applies to drugs in the brand-name tier. You cannot ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 2. Removing a restriction on our coverage for a covered drug.** There are extra rules or restrictions that apply to certain drugs on our **Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary** (for more information, go to Chapter 5 and look for Section 4).

Legal Terms
Asking for removal of a restriction on coverage for a drug is sometimes called asking for a " formulary exception. "

- The extra rules and restrictions on coverage for certain drugs include:
 - ♦ Getting plan approval in advance before we will agree to cover the drug for you. (This is sometimes called "prior authorization.")
- If we agree to make an exception and waive a restriction for you, you can ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.

3. Changing coverage of a drug to a lower cost-sharing tier. Every drug on our Drug List is in one of three cost-sharing tiers. In general, the lower the cost-sharing tier number, the less you will pay as your share of the cost of the drug.

Legal Terms
Asking to pay a lower price for a covered nonpreferred drug is sometimes called asking for a " tiering exception. "

- If your drug is in Tier 2 you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 1. This would lower your share of the cost for the drug.

Section 6.3 Important things to know about asking for exceptions

Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These different possibilities are called "**alternative**" drugs. If an alternative drug would be just as

effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally not approve your request for an exception.

We can say *yes* or *no* to your request

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say *no* to your request for an exception, you can ask for a review of our decision by making an appeal. Section 6.5 tells you how to make an appeal if we say no.

The next section tells you how to ask for a coverage decision, including an exception.

Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception

Step 1: You ask us to make a coverage decision about the drug(s) or payment you need. If your health requires a quick response, you must ask us to make a "fast coverage decision." You cannot ask for a fast coverage decision if you are asking us to pay you back for a drug you already bought.

What to do:

- **Request the type of coverage decision you want.** Start by calling, writing, or faxing us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can also access the coverage decision process through our website. For the details, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs." Or if you are asking us to pay you back for a drug, go to the section called "Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received."
- **You or your doctor or someone else who is acting on your behalf** can ask for a coverage decision. Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative. You can also have a lawyer act on your behalf.
- **If you want to ask us to pay you back for a drug**, start by reading Chapter 7 of this booklet: "Asking us to pay our share of a bill you have received for covered medical services or drugs." Chapter 7 describes the situations in which you may need to ask for reimbursement. It also tells you how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- **If you are requesting an exception, provide the "supporting statement."** Your doctor or other prescriber must give us the medical reasons for the drug exception you are requesting. (We call this the "supporting statement.") Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by

faxing or mailing a written statement if necessary. See Sections 6.2 and 6.3 for more information about exception requests.

- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.

If your health requires it, ask us to give you a "fast coverage decision"

Legal Terms
A "fast coverage decision" is called an " expedited coverage determination. "

- When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast" deadlines. A standard coverage decision means we will give you an answer **within 72 hours after we receive your doctor's statement**. A fast coverage decision means we will answer within 24 hours after we receive your doctor's statement.
- **To get a fast coverage decision, you must meet two requirements:**
 - ◆ You can get a fast coverage decision only if you are asking for a drug you have not yet received. (You cannot get a fast coverage decision if you are asking us to pay you back for a drug you have already bought.)
 - ◆ You can get a fast coverage decision only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.
- **If your doctor or other prescriber tells us that your health requires a "fast coverage decision,"** we will automatically agree to give you a fast coverage decision.
- **If you ask for a fast coverage decision on your own** (without your doctor's or other prescriber's support), we will decide whether your health requires that we give you a fast coverage decision.
 - ◆ If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - ◆ This letter will tell you that if your doctor or other prescriber asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - ◆ The letter will also tell you how you can file a complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. It tells you how to file a "fast complaint," which means you would get our answer to your complaint within 24 hours of receiving the complaint. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, see Section 10 in this chapter.)

Step 2: We consider your request and we give you our answer.

Deadlines for a "fast coverage decision"

- If we are using the fast deadlines, we must give you our answer **within 24 hours**.

- ◆ Generally, this means within 24 hours after we receive your request. If you are requesting an exception, we will give you our answer within 24 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
- ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent, outside organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- **If our answer is *yes* to part or all of what you requested**, we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor's statement supporting your request.
- **If our answer is *no* to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Deadlines for a "standard" coverage decision about a drug you have not yet received

- If we are using the standard deadlines, we must give you our answer **within 72 hours**.
 - ◆ Generally, this means within 72 hours after we receive your request. If you are requesting an exception, we will give you our answer within 72 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is *yes* to part or all of what you requested:
 - ◆ If we approve your request for coverage, we must provide the coverage we have agreed to provide within 72 hours after we receive your request or doctor's statement supporting your request.
- If our answer is *no* to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Deadlines for a "standard" coverage decision about payment for a drug you have already bought

- We must give you our answer **within 14 calendar days** after we receive your request.
 - ◆ If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- If our answer is *yes* to part or all of what you requested, we are also required to make payment to you within 14 calendar days after we receive your request.

- If our answer is **no** to part or all of what you requested, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Step 3: If we say *no* to your coverage request, you decide if you want to make an appeal.

- If we say no, you have the right to request an appeal. Requesting an appeal means asking us to reconsider—and possibly change—the decision we made.

Section 6.5 Step-by-step: How to make a Level 1 Appeal

(how to ask for a review of a coverage decision made by our plan)

Legal Terms

An appeal to our plan about a Part D drug coverage decision is called a plan "**redetermination.**"

Step 1: You contact us and make your Level 1 Appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do:

- **To start your appeal, you (or your representative or your doctor or other prescriber) must contact us.**
 - ♦ For details about how to reach us by phone, fax, or mail, or on our website for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."
- **If you are asking for a standard appeal, make your appeal by submitting a written request.**
- **If you are asking for a fast appeal, you may make your appeal in writing or you may call us at the phone number shown in Chapter 2, Section 1, "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care or Part D prescription drugs."**
- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.
- **You must make your appeal request within 60 calendar days from the date on the written notice** we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information in your appeal and add more information.**

- ◆ You have the right to ask us for a copy of the information regarding your appeal. We are allowed to charge a fee for copying and sending this information to you.
- ◆ If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal"

Legal Terms

A "fast appeal" is also called an " expedited redetermination. "

- If you are appealing a decision we made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a "fast appeal."
- The requirements for getting a "fast appeal" are the same as those for getting a "fast coverage decision" in Section 6.4 of this chapter.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your coverage request. We check to see if we were following all the rules when we said *no* to your request. We may contact you or your doctor or other prescriber to get more information.

Deadlines for a "fast" appeal

- If we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires it.
 - ◆ If we do not give you an answer within 72 hours, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- If our **answer is yes** to part or all of what you requested, we must provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- If our **answer is no** to part or all of what you requested, we will send you a written statement that explains why we said *no* and how to appeal our decision.

Deadlines for a "standard" appeal

- If we are using the standard deadlines, we must give you our answer **within 7 calendar days after we receive your appeal**. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so. If you believe your health requires it, you should ask for a "fast" appeal.
- If we do not give you a decision within 7 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review

Organization. Later in this section, we tell you about this review organization and explain what happens at Level 2 of the appeals process.

- If our answer is *yes* to part or all of what you requested:
 - ♦ If we approve a request for coverage, we must provide the coverage we have agreed to provide as quickly as your health requires, but no later than 7 calendar days after we receive your appeal.
 - ♦ If we approve a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive your appeal request.
- If our answer is *no* to part or all of what you requested, we will send you a written statement that explains why we said *no* and how to appeal our decision.

Step 3: If we say *no* to your appeal, you decide if you want to continue with the appeals process and make *another* appeal.

- If we say *no* to your appeal, you then choose whether to accept this decision or continue by making another appeal.

If you decide to make another appeal, it means your appeal is going on to Level 2 of the appeals process (see below).

Section 6.6 Step-by-step: How to make a Level 2 Appeal

If we say *no* to your appeal, you then choose whether to accept this decision or continue by making another appeal. If you decide to go on to a Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said *no* to your first appeal. This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: To make a Level 2 Appeal, you (or your representative or your doctor or other prescriber) must contact the Independent Review Organization and ask for a review of your case.

- If we say *no* to your Level 1 Appeal, the written notice we send you will include instructions about how to make a Level 2 Appeal with the Independent Review Organization. These instructions will tell you who can make this Level 2 Appeal, what deadlines you must follow, and how to reach the review organization.
- When you make an appeal to the Independent Review Organization, we will send the information we have about your appeal to this organization. This information is called your "case file." You have the right to ask us for a copy of your case file. We are allowed to charge you a fee for copying and sending this information to you.

- You have a right to give the Independent Review Organization additional information to support your appeal.

Step 2: The Independent Review Organization does a review of your appeal and gives you an answer.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to review our decisions about your Part D benefits with us.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal. The organization will tell you its decision in writing and explain the reasons for it.

Deadlines for "fast" appeal at Level 2

- If your health requires it, ask the Independent Review Organization for a "fast appeal."
- If the review organization agrees to give you a fast appeal, the review organization must give you an answer to your Level 2 Appeal **within 72 hours after it receives your appeal request.**
- **If the Independent Review Organization says yes to part or all of what you requested,** we must provide the drug coverage that was approved by the review organization within 24 hours after we receive the decision from the review organization.

Deadlines for "standard" appeal at Level 2

- If you have a standard appeal at Level 2, the review organization must give you an answer to your Level 2 Appeal **within 7 calendar days after it receives your appeal.**
- If the Independent Review Organization says *yes* to part or all of what you requested:
 - ♦ If the Independent Review Organization approves a request for coverage, we must provide the drug coverage that was approved by the review organization within 72 hours after we receive the decision from the review organization.
 - ♦ If the Independent Review Organization approves a request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive the decision from the review organization.

What if the review organization says *no* to your appeal?

If this organization says *no* to your appeal, it means the organization agrees with our decision not to approve your request. (This is called "upholding the decision." It is also called "turning down your appeal.")

If the Independent Review Organization "upholds the decision," you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the drug coverage you are requesting must meet a minimum amount. If the dollar value of the drug coverage you are requesting is too low, you cannot make another appeal and the decision at Level 2 is final. The

notice you get from the Independent Review Organization will tell you the dollar value that must be in dispute to continue with the appeals process.

Step 3: If the dollar value of the coverage you are requesting meets the requirement, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. If you decide to make a third appeal, the details about how to do this are in the written notice you got after your second appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 9 in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 7. How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

[Cost plans that do not offer Part D: re-number sections 7 through 10, and update cross-references as needed.]

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "discharge date."
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

During your covered hospital stay, you will be given a written notice called **An Important Message from Medicare about Your Rights**. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get

the notice, ask any hospital employee for it. If you need help, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

- **Read this notice carefully and ask questions if you don't understand it.** It tells you about your rights as a hospital patient, including:
 - ♦ Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
 - ♦ Your right to be involved in any decisions about your hospital stay, and know who will pay for it.
 - ♦ Where to report any concerns you have about quality of your hospital care.
 - ♦ Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

Legal Terms
The written notice from Medicare tells you how you can " request an immediate review. " Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section<6.2 or 7.2> below tells you how you can request an immediate review.)

- **You must sign the written notice** to show that you received it and understand your rights.
 - ♦ You or someone who is acting on your behalf must sign the notice. (Section 4 in this chapter tells you how you can give written permission to someone else to act as your representative.)
 - ♦ Signing the notice shows only that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice does **not** mean you are agreeing on a discharge date.
- **Keep your copy** of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.
 - ♦ If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
 - ♦ To look at a copy of this notice in advance, you can call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. You can also see it online at
<http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>.

Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.

It checks to see if your planned discharge date is medically appropriate for you.

Step 1: Contact the Quality Improvement Organization for your state and ask for a "fast review" of your hospital discharge. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

How can you contact this organization?

- The written notice you received (**An Important Message from Medicare About Your Rights**) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization **before** you leave the hospital **and no later than your planned discharge date**. (Your "planned discharge date" is the date that has been set for you to leave the hospital.)
 - ♦ **If you meet this deadline**, you are allowed to stay in the hospital after your discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.

- ♦ **If you do not meet this deadline**, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 7.4.

Ask for a "fast review":

- You must ask the Quality Improvement Organization for a "fast review" of your discharge. Asking for a "fast review" means you are asking for the organization to use the "fast" deadlines for an appeal instead of using the standard deadlines.

Legal Terms

A "fast review" is also called an "immediate review" or an "expedited review."
--

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives you your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

Legal Terms

This written explanation is called the "Detailed Notice of Discharge." You can get a sample of this notice by calling Member Services (phone numbers are printed on the back cover of this booklet) or 1-800-MEDICARE (1-800-633-4227) , 24 hours a day, 7 days a week. (TTY users should call 1-877-486-2048 .) Or you can see a sample notice online at http://www.cms.hhs.gov/BNI/ .

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.

*What happens if the answer is **yes**?*

- If the review organization says **yes** to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet.)

*What happens if the answer is **no**?*

- If the review organization says **no** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for your **inpatient** hospital services will end at noon on the day after the Quality Improvement Organization gives you its answer to your appeal.
- If the review organization says **no** to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost of hospital care** you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to "Level 2" of the appeals process.

Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal, and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 calendar days** after the day the Quality Improvement Organization said **no** to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

*If the review organization says **yes**:*

- We must reimburse you for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. **We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.**
- You must continue to pay your share of the costs and coverage limitations may apply.

*If the review organization says **no**:*

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further by going on to Level 3.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section <8 or 9> in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 7.4 What if you miss the deadline for making your Level 1 Appeal?**You can appeal to us instead**

As explained above in Section <6.2 or 7.2>, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. ("Quickly" means before

you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Legal Terms
A "fast review" (or "fast appeal") is also called an "expedited appeal."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, **go to Chapter 2**, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care [or Part D prescription drugs]."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast" review of your planned discharge date, checking to see if it was medically appropriate.

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say yes to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say no to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
- **If you stayed in the hospital after your planned discharge date, then you may have to pay the full cost of hospital care you received after the planned discharge date.**

*Step 4: If we say **no** to your fast appeal, your case will automatically be sent on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, we are required to send your appeal to the Independent Review Organization. When we do this, it means that you are **automatically** going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section <9 or 10> in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The Independent Review Organization is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- If this **organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue our plan's coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with us that your planned hospital discharge date was medically appropriate.

- ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by a judge.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say **no** to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section <8 or 9> in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 8. How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 8.1 This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services

This section is **only** about the following types of care:

- **Home health care services** you are getting.
- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a "skilled nursing facility," see Chapter <10 or 12>, "Definitions of important words.")
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter <10 or 12>, "Definitions of important words.")

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information about your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: "Medical Benefits Chart (what is covered and what you pay)."

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, **we will stop paying our share of the cost for your care.**

If you think we are ending the coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Section 8.2 We will tell you in advance when your coverage will be ending

- **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
 - ♦ The written notice tells you the date when we will stop covering the care for you.
 - ♦ The written notice also tells you what you can do if you want to ask us to change this decision about when to end your care, and keep covering it for a longer period of time.

Legal Terms

In telling you what you can do, the written notice is telling how you can request a "**fast-track appeal**." Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section <7.3 or 8.3> below tells you how you can request a fast-track appeal.)

The written notice is called the "**Notice of Medicare Non-Coverage**." To get a sample copy, call Member Services (phone numbers are printed on the back cover of this booklet) or **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. (TTY users should call **1-877-486-2048**). Or see a copy online at <http://www.cms.hhs.gov/BNI/>.

- **You must sign the written notice to show that you received it.**
 - ♦ You or someone who is acting on your behalf must sign the notice. (Section 4 tells you how you can give written permission to someone else to act as your representative.)
 - ♦ Signing the notice shows **only** that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with us that it's time to stop getting the care.

Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 10 in this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your

State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 in this chapter).

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.

Step 1: Make your Level 1 Appeal: Contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care experts who are paid by the federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

How can you contact this organization?

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

What should you ask for?

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

Your deadline for contacting this organization.

- You must contact the Quality Improvement Organization to start your appeal no later than noon of the day after you receive the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section <7.5 or 8.5> in this chapter.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.

- By the end of the day the reviewers informed us of your appeal, you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

Legal Terms
This notice of explanation is called the " Detailed Explanation of Non-Coverage. "

Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

*What happens if the reviewers say **yes** to your appeal?*

- If the reviewers say *yes* to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

*What happens if the reviewers say **no** to your appeal?*

- If the reviewers say *no* to your appeal, then **your coverage will end** on the date we have told you. We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after this date when your coverage ends, **then you will have to pay the full cost of this care yourself.**

Step 4: If the answer to your Level 1 Appeal is *no*, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say *no* to your Level 1 Appeal, and you choose to continue getting care after your coverage for the care has ended, then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.

Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

Here are the steps for Level 2 of the appeals process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- **You must ask for this review within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.

*What happens if the review organization says **yes** to your appeal?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says **no**?*

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

Step 4: If the answer is *no*, you will need to decide whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section <8 or 9> in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

Section 8.5 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section <7.3 or 8.3>, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you

miss the deadline for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, the first two levels of appeal are different.

Step-by-step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A "fast review" (or "fast appeal") is also called an " expedited appeal ."

Step 1: Contact us and ask for a "fast review."

- For details about how to contact us, go to Chapter 2, Section 1, and look for the section called "How to contact us when you are asking for a coverage decision or making an appeal or complaint about your medical care [or Part D prescription drugs]."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast" deadlines rather than the "standard" deadlines.

Step 2: We do a "fast" review of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending our plan's coverage for services you were receiving.
- We will use the "fast" deadlines rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say yes to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say no to your fast appeal**, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end, **then you will have to pay the full cost of this care yourself.**

*Step 4: If we say **no** to your fast appeal, your case will automatically go on to the next level of the appeals process.*

- To make sure we were following all the rules when we said **no** to your fast appeal, **we are required to send your appeal to the Independent Review Organization**. When we do this, it means that you are automatically going on to Level 2 of the appeals process.

Step-by-step: Level 2 Alternate Appeal Process

If we say **no** to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said **no** to your "fast appeal." This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the "Independent Review Organization" is the " Independent Review Entity ." It is sometimes called the " IRE ."

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying **no** to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeals process. Section 10 in this chapter tells you how to make a complaint.)

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- The **Independent Review Organization** is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says yes** to your appeal, then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal**, it means they agree with the decision our plan made to your first appeal and will not change it.

- ◆ The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say **no** to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section <8 or 9> in this chapter tells you more about Levels 3, 4, and 5 of the appeals process.

SECTION 9. Taking your appeal to Level 3 and beyond

Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the administrative law judge says yes to your appeal, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 4. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.
 - ◆ If we decide not to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the judge's decision.

- ◆ If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the administrative law judge says *no* to your appeal, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says no to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The **Appeals Council** will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, or if the Appeals Council denies our request to review a favorable Level 3 Appeal decision, the appeals process may or may not be over.** We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.
 - ◆ If we decide **not** to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Appeals Council's decision.
 - ◆ If we decide to appeal the decision, we will let you know in writing.
- **If the answer is *no* or if the Appeals Council denies the review request, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says no to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the administrative appeals process.

Section 9.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals

[Cost plans that do not offer Part D: delete this section.]

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the value of the drug you have appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. If the dollar amount is less, you cannot appeal any further. The written response you receive to your Level 2 Appeal will explain whom to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal: A judge who works for the federal government will review your appeal and give you an answer. This judge is called an "administrative law judge."

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the administrative law judge within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says no to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal: The Appeals Council will review your appeal and give you an answer. The Appeals Council works for the federal government.

- **If the answer is *yes*, the appeals process is over.** What you asked for in the appeal has been approved. We must authorize or provide the drug coverage that was approved by the Appeals Council within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days after we receive the decision.
- **If the answer is *no*, the appeals process may or may not be over.**
 - ◆ If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - ◆ If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Appeals Council says no to your appeal or denies your request to review the appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you whom to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal: A judge at the **Federal District Court** will review your appeal.

- This is the last step of the appeals process.

Making complaints

SECTION 10. How to make a complaint about quality of care, waiting times, customer service, or other concerns



If your problem is about decisions related to benefits, coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 in this chapter.

Section 10.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is only used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive.

If you have a complaint regarding a service provided by a hospital or skilled nursing facility that is not part of our network, follow the complaint process established by Original Medicare. However, if you have a complaint involving a network hospital or skilled nursing facility (or you were directed to go to an out-of-network hospital or skilled nursing facility by our plan or one of the network providers), you will follow the instructions contained in this section. This is true even if you received a Medicare Summary Notice indicating that a claim was processed but not covered by Original Medicare. Furthermore, if you have a complaint regarding an emergency or urgently needed service, or the cost-sharing for hospital or skilled nursing facility services, you will follow the instructions contained in this section.

Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can "make a complaint":

- **Quality of your medical care**
 - ◆ Are you unhappy with the quality of care you have received (including care in the hospital)?
- **Respecting your privacy**
 - ◆ Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?

-
- **Disrespect, poor customer service, or other negative behaviors**
 - ◆ Has someone been rude or disrespectful to you?
 - ◆ Are you unhappy with how our Member Services has treated you?
 - ◆ Do you feel you are being encouraged to leave our plan?
 - **Waiting times**
 - ◆ Are you having trouble getting an appointment, or waiting too long to get it?
 - ◆ Have you been kept waiting too long by doctors, [pharmacists,] or other health professionals? Or by Member Services or other staff at our plan?
 - ◆ Examples include waiting too long on the phone, in the waiting room, [when getting a prescription,] or in the exam room.
 - **Cleanliness**
 - ◆ Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
 - **Information you get from our plan**
 - ◆ Do you believe we have not given you a notice that we are required to give?
 - ◆ Do you think written information we have given you is hard to understand?

Timeliness (these types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)

The process of asking for a coverage decision and making appeals is explained in Sections 4–<8 or 9> of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:

- If you have asked us to give you a "fast coverage decision" or a "fast appeal," and we have said we will not, you can make a complaint.
- If you believe our plan is not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.
- When a coverage decision we made is reviewed and our plan is told that we must cover or reimburse you for certain medical services [or drugs], there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.
- When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 10.2 The formal name for "making a complaint" is "filing a grievance"

Legal Terms

- What this section calls a "complaint" is also called a "grievance."
- Another term for "making a complaint" is "filing a grievance."
- Another way to say "using the process for complaints" is "using the process for filing a grievance."

Section 10.3 Step-by-step: Making a complaint

Step 1: Contact us promptly—either by phone or in writing.

- **Usually calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Call toll-free **1-888-777-5536 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to you in writing. We will also respond in writing when you make a complaint by phone if you request a written response or your complaint is related to quality of care.
- **If you have a complaint, we will try to resolve your complaint over the phone.** If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. Your grievance must explain your concern, such as why you are dissatisfied with the services you received. Please see Chapter 2 for whom you should contact if you have a complaint.
 - ◆ You must submit your grievance to us (orally or in writing) within 60 calendar days of the event or incident. We must address your grievance as quickly as your health requires, but no later than 30 calendar days after receiving your complaint. We may extend the time frame to make our decision by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.
 - ◆ You can file a fast grievance about our decision not to expedite a coverage decision or appeal, or if we extend the time we need to make a decision about a coverage decision or appeal. We must respond to your fast grievance within 24 hours.
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
- **If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal,"** we will automatically give you a "fast" complaint. If you have a "fast" complaint, it means we will give you an answer **within 24 hours**.

Legal Terms
What this section calls a "fast complaint" is also called an "expedited grievance."

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.
- **Most complaints are answered in 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

<p>Section 10.4 You can also make complaints about quality of care to the Quality Improvement Organization</p>

You can make your complaint about the quality of care you received to us by using the step-by-step process outlined above.

When your complaint is about quality of care, you also have two extra options:

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (without making the complaint to us).
 - ♦ The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.
 - ♦ To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

<p>Section 10.5 You can also tell Medicare about your complaint</p>
--

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your

complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call **1-800-MEDICARE (1-800-633-4227)**. TTY/TDD users can call **1-877-486-2048**.

CHAPTER 10. Ending your membership in our plan

SECTION 1. Introduction	211
Section 1.1 This chapter focuses on ending your membership in our plan.....	211
SECTION 2. When can you end your membership in our plan?	211
Section 2.1 You can end your membership at any time.....	211
Section 2.2 Where can you get more information about when you can end your group membership?	211
SECTION 3. How do you end your membership in our plan?	212
Section 3.1 To end your membership, you must ask us in writing	212
SECTION 4. Until your membership ends, you must keep getting your medical services [and drugs] through our plan.....	213
Section 4.1 Until your membership ends, you are still a member of our plan.....	213
SECTION 5. We must end your membership in our plan in certain situations.....	214
Section 5.1 When must we end your membership in our plan?.....	214
Section 5.2 We <u>cannot</u> ask you to leave our plan for any reason related to your health.....	215
Section 5.3 You have the right to make a complaint if we end your membership in our plan	215

SECTION 1. Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in our plan may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- **You might leave our plan because you have decided that you want to leave.**
 - ◆ You can disenroll from our plan at any time. Section 2 tells you more about when you can end your membership in our plan.
 - ◆ The process for voluntarily ending your membership varies depending on what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care [and prescription drugs] through our plan until your membership ends.

SECTION 2. When can you end your membership in our plan?

Section 2.1 You can end your membership at any time

You can disenroll from this plan at any time. You may switch to Original Medicare, or if you have a special enrollment period, you may enroll in a Medicare Advantage or another Medicare prescription drug plan. [If you have Medicare prescription drug coverage through our plan, your Medicare prescription drug coverage will also end.] Your membership will usually end on the last day of the month in which we receive your request to change your plan.

[Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage means the coverage is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.) See Chapter 6, Section 9, for more information about the late enrollment penalty.]

Section 2.2 Where can you get more information about when you can end your group membership?

If you have any questions or would like more information about when you can end your group membership:

- Contact your group's benefits administrator.
- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can find the information in the **Medicare & You 2016** handbook.
 - ◆ Everyone with Medicare receives a copy of **Medicare & You** each fall. Those new to Medicare receive it within a month after first signing up.
 - ◆ You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or you can order a printed copy by calling Medicare at the number below.
- You can contact **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3. How do you end your membership in our plan?

Section 3.1 To end your membership, you must ask us in writing

You may end your membership in our plan at any time during the year and change to Original Medicare. To end your membership, you must make a request in writing to us. Your membership will end on the last day of the month in which we receive your request. Contact us if you need more information on how to do this. [If you have drug coverage through our plan and you leave our plan during the year, you will have the opportunity to join a Medicare prescription drug plan when you leave.] You must notify your employer to coordinate another coverage and/or to change any premium sharing arrangements you may have.

The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> • Another Medicare health plan. 	<ul style="list-style-type: none"> • Enroll in the Medicare health plan. • You will automatically be disenrolled from our plan when your new plan's coverage begins.
<ul style="list-style-type: none"> • Original Medicare with a separate Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet). Then contact the Medicare prescription drug plan that you want to enroll in and ask to be enrolled. • You can also contact Medicare at 1-800-MEDICARE

If you would like to switch from our plan to:	This is what you should do:
	<p>(1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.</p> <ul style="list-style-type: none">• You will be disenrolled from our plan when your coverage in Original Medicare begins. If you join a Medicare prescription drug plan, that coverage should begin at this time as well.
<ul style="list-style-type: none">• Original Medicare without a separate Medicare prescription drug plan. <p>[Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. See Chapter 6, Section 9, for more information about the late enrollment penalty.]</p>	<ul style="list-style-type: none">• Send us a written request to disenroll. Contact Member Services if you need more information about how to do this (phone numbers are printed on the back cover of this booklet).• You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.• You will be disenrolled from our plan when your coverage in Original Medicare begins.

SECTION 4. Until your membership ends, you must keep getting your medical services [and drugs] through our plan

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave our plan, it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information about when your new coverage begins.) During this time, you must continue to get your medical care [and prescription drugs] through our plan.

- **[You should continue to use our network pharmacies to get your prescriptions filled until your membership in our plan ends.** Usually, your prescription drugs are only covered if they are filled at a network pharmacy, including through our mail-order pharmacy services.]

- If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged (even if you are discharged after your new health coverage begins).
- If you use out-of-network providers to obtain medical services, the services are covered under Original Medicare. You will be responsible for Original Medicare's cost-sharing for such services, with the exception of emergency and urgently needed services. [If you get prescription drugs from an out-of-network provider, you will be responsible for the cost of the drug.]

SECTION 5. We must end your membership in our plan in certain situations

Section 5.1 When must we end your membership in our plan?

We must end your membership in our plan if any of the following happen:

- If you do not stay continuously enrolled in Part B. Members must stay continuously enrolled in Part B.
- If you move out of our service area.
 - ◆ If you move, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area. Phone numbers for Member Services are printed on the back cover of this booklet.
- [If you become incarcerated (go to prison), we will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.]
- [If you lie about or withhold information about other insurance you have that provides prescription drug coverage, we may disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.]
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
 - ◆ If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- [If you are required to pay the extra Part D amount because of your income and you do not pay it, Medicare will disenroll you from our Part D optional supplemental benefit and you will lose prescription drug coverage.]

Where can you get more information?

If you have questions or would like more information about when we can end your membership:

- You can call Member Services for more information (phone numbers are printed on the back cover of this booklet).

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

We are not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in [[Chapter 7 OR](#) Chapter 9], [[Section 9 OR](#) Chapter 10], for information about how to make a complaint.

CHAPTER 11. Legal notices

SECTION 1. Notice about governing law.....	217
SECTION 2. Notice about nondiscrimination.....	217
SECTION 3. Notice about Medicare Secondary Payer subrogation rights.....	217
SECTION 4. Administration of this Evidence of Coverage	217
SECTION 5. Applications and statements.....	217
SECTION 6. Assignment.....	218
SECTION 7. Attorney and advocate fees and expenses	218
SECTION 8. Coordination of benefits	218
SECTION 9. Employer responsibility.....	218
SECTION 10. Evidence of Coverage binding on members.....	218
SECTION 11. Government agency responsibility.....	219
SECTION 12. Member nonliability.....	219
SECTION 13. No waiver	219
SECTION 14. Notices	219
SECTION 15. Overpayment recovery.....	219
SECTION 16. Third party liability	219
SECTION 17. U.S. Department of Veterans Affairs.....	220
SECTION 18. Workers' compensation or employer's liability benefits.....	220
SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance.....	221

SECTION 1. Notice about governing law

Many laws apply to this **Evidence of Coverage** and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2. Notice about nondiscrimination

We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare health plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

SECTION 3. Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Kaiser Permanente Medicare Plus, as a Medicare Cost Plan sponsor, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any state laws.

SECTION 4. Administration of this Evidence of Coverage

We may adopt reasonable policies, procedures, and interpretations to promote orderly and efficient administration of this **Evidence of Coverage**.

SECTION 5. Applications and statements

You must complete any applications, forms, or statements that we request in our normal course of business or as specified in this **Evidence of Coverage**.

SECTION 6. Assignment

You may not assign this **Evidence of Coverage** or any of the rights, interests, claims for money due, benefits, or obligations hereunder without our prior written consent.

SECTION 7. Attorney and advocate fees and expenses

In any dispute between a member and Health Plan, the Medical Group, or Kaiser Foundation Hospitals, each party will bear its own fees and expenses, including attorneys' fees, advocates' fees, and other expenses.

SECTION 8. Coordination of benefits

As described in Chapter 1 (Section 7) "How other insurance works with our plan," if you have other insurance, you are required to use your other coverage in combination with your coverage as a Medicare Plus member to pay for the care you receive. This is called "coordination of benefits" because it involves coordinating all of the health benefits that are available to you. You will get your covered care as usual from network providers, and the other coverage you have will simply help pay for the care you receive.

If your other coverage is the primary payer, it will often settle its share of payment directly with us, and you will not have to be involved. However, if payment owed to us by a primary payer is sent directly to you, you are required by Medicare law to give this primary payment to us. For more information about primary payments in third party liability situations, see Section 16, and for primary payments in workers' compensation cases, see Section 18.

You must tell us if you have other health care coverage, and let us know whenever there are any changes in your additional coverage.

SECTION 9. Employer responsibility

For any services that the law requires an employer to provide, we will not pay the employer, and when we cover any such services, we may recover the value of the services from the employer.

SECTION 10. Evidence of Coverage binding on members

By electing coverage or accepting benefits under this **Evidence of Coverage**, all members legally capable of contracting, and the legal representatives of all members incapable of contracting, agree to all provisions of this **Evidence of Coverage**.

SECTION 11. Government agency responsibility

For any services that the law requires be provided only by or received only from a government agency, we will not pay the government agency, and when we cover any such services we may recover the value of the services from the government agency.

SECTION 12. Member nonliability

Our contracts with network providers provide that you are not liable for any amounts we owe. However, you are liable for the cost of noncovered services you obtain from network providers or out-of-network providers.

SECTION 13. No waiver

Our failure to enforce any provision of this **Evidence of Coverage** will not constitute a waiver of that or any other provision, or impair our right thereafter to require your strict performance of any provision.

SECTION 14. Notices

Our notices to you will be sent to the most recent address we have. You are responsible for notifying us of any change in your address. If you move, please call Member Services (phone numbers are printed on the back of this booklet) and Social Security at **1-800-772-1213 (TTY 1-800-325-0778)** as soon as possible to report your address change.

SECTION 15. Overpayment recovery

We may recover any overpayment we make for services from anyone who receives such an overpayment or from any person or organization obligated to pay for the services.

SECTION 16. Third party liability

As stated in Chapter 1, Section 7, third parties who cause you injury or illness (and/or their insurance companies) usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue these primary payments. If you obtain a judgment or settlement from or on behalf of a third party who allegedly caused an injury or illness for which you received covered services, you must pay us "Plan Charges" for those services. **Note:** This Section 16 does not affect your obligation to pay cost-sharing for these services, but we will credit any such payments toward the amount you must pay us under this section. Please refer to Chapter 12 for the definition of "Plan Charges."

To the extent permitted or required by law, we have the option of becoming subrogated to all claims, causes of action, and other rights you may have against a third party or an insurer, government program, or other source of coverage for monetary damages, compensation, or indemnification on account of the injury or illness allegedly caused by the third party. We will be so subrogated as of the time we mail or deliver a written notice of our exercise of this option to you or your attorney, but we will be subrogated only to the extent of the total of Plan Charges for the relevant services.

To secure our rights, we will have a lien on the proceeds of any judgment or settlement you or we obtain against a third party. The proceeds of any judgment or settlement that you or we obtain shall first be applied to satisfy our lien, regardless of whether the total amount of the proceeds is less than the actual losses and damages you incurred.

Within 30 days after submitting or filing a claim or legal action against a third party, you must send written notice of the claim or legal action to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Attention: Patient Financial Services Dep't
2101 East Jefferson Street, Rockville, Maryland 20852

In order for us to determine the existence of any rights we may have and to satisfy those rights, you must complete and send us all consents, releases, authorizations, assignments, and other documents, including lien forms directing your attorney, the third party, and the third party's liability insurer to pay us directly. You may not agree to waive, release, or reduce our rights under this provision without our prior, written consent.

If your estate, parent, guardian, or conservator asserts a claim against a third party based on your injury or illness, your estate, parent, guardian, or conservator and any settlement or judgment recovered by the estate, parent, guardian, or conservator shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the third party. We may assign our rights to enforce our liens and other rights.

SECTION 17. U.S. Department of Veterans Affairs

For any services for conditions arising from military service that the law requires the Department of Veterans Affairs to provide, we will not pay the Department of Veterans Affairs, and when we cover any such services we may recover the value of the services from the Department of Veterans Affairs.

SECTION 18. Workers' compensation or employer's liability benefits

As stated in Chapter 1, Section 7, workers' compensation usually must pay first before Medicare or our plan. Therefore, we are entitled to pursue primary payments under workers' compensation or employer's liability law. You may be eligible for payments or other benefits, including amounts received as a settlement (collectively referred to as "Financial Benefit"), under workers' compensation or employer's liability law. We will provide covered services even if it is unclear

whether you are entitled to a Financial Benefit, but we may recover the value of any covered services from the following sources:

- From any source providing a Financial Benefit or from whom a Financial Benefit is due.
- From you, to the extent that a Financial Benefit is provided or payable or would have been required to be provided or payable if you had diligently sought to establish your rights to the Financial Benefit under any workers' compensation or employer's liability law.

SECTION 19. Important information from the Commonwealth of Virginia regarding your insurance

We are subject to regulation in this Commonwealth by the State Corporation Commission Bureau of Insurance pursuant to Title 38.2 and by the Virginia Department of Health pursuant to Title 32.1.

In the event you need to contact someone about this insurance for any reason, please contact your agent. If no agent was involved in the sale of this insurance, or if you have additional questions, you may contact Kaiser Permanente at the following address and telephone number:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
P.O. Box 6831
2101 East Jefferson Street
Rockville MD 20849-6831
301-468-6000 or 1-800-777-7902

We recommend that you familiarize yourself with our customer satisfaction and appeals processes as described in [[Chapter 7](#) *OR* Chapter 9]: "What to do if you have a problem or complaint (coverage decisions, appeals, and complaints)" and make use of it before taking any other action.

If you have been unable to contact or obtain satisfaction from the company or your agent, you may contact the Virginia State Corporation Commission's Bureau of Insurance at:

State Corporation Commission
Bureau of Insurance
P.O. Box 115
Richmond VA 23218
804-371-9741 or 1-800-552-7945

Written correspondence is preferable so that a record of your inquiry is maintained. When contacting your agent, Kaiser Permanente, or the Bureau of Insurance, have your policy number available

CHAPTER 12. Definitions of important words

Allowance – A specified credit amount that you can use toward the purchase price of an item. If the price of the item(s) you select exceeds the allowance, you will pay the amount in excess of the allowance, which does not apply to the annual out-of-pocket maximum.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Annual Enrollment Period – A set time each fall when members can change their health or drug plans. The Annual Enrollment Period is from October 15 until December 7. (As a member of a Medicare Cost Plan, you can switch to Original Medicare at any time. But you can only join a new Medicare health or drug plan during certain times of the year, such as the Annual Enrollment Period.)

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or prescription drugs or payment for services or drugs you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for a drug, item, or service you think you should be able to receive. [Chapter 7 OR Chapter 9] explains appeals, including the process involved in making an appeal.

Balance Billing – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost-sharing amount. As a member of our plan, you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

Benefit Period – The way that both our plan and Original Medicare measure your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

[Brand-Name Drug – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand-name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are generally not available until after the patent on the brand-name drug has expired.]

[Catastrophic Coverage Stage – The stage in the Part D Drug Benefit when you pay a low copayment or coinsurance for your drugs after you or other qualified parties on your behalf have spent **\$4,850** in covered drugs during the covered year.]

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Coinsurance – An amount you may be required to pay as your share of the cost for services or prescription drugs. Coinsurance is usually a percentage (for example, 20% of Plan Charges).

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used for certain types of problems only. This includes problems related to quality of care, waiting times, and the customer service you receive. See also "Grievance," in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Coordination of Benefits (COB) – Coordination of Benefits is a provision used to establish the order in which claims are paid when you have other insurance. If you have Medicare and other health insurance or coverage, each type of coverage is called a "payer." When there is more than one payer, there are "coordination of benefits" rules that decide which one pays first. The "primary payer" pays what it owes on your bills first, and then sends the rest to the "secondary payer" to pay. If payment owed to us is sent directly to you, you are required under Medicare law to give the payment to us. In some cases, there may also be a third payer. See Chapter 1 (Section 7) and [Chapter 9 OR Chapter 11] (Section 8) for more information.

Copayment – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit, hospital outpatient visit, or a prescription drug. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit or prescription drug.

Cost-Sharing – Cost-sharing refers to amounts that a member has to pay when services or drugs are received. However, in some cases, you may not pay all applicable cost-sharing at the time you receive the services, and we will send you a bill later for the cost-sharing. For example, if you receive nonpreventive care during a scheduled preventive care visit, we may bill you later for the cost-sharing applicable to the nonpreventive care. For items ordered in advance, you pay the copayment in effect on the order date (although we will not cover the item unless you still have coverage for it on the date you receive it) and you may be required to pay the copayment when the item is ordered. For outpatient prescription drugs, the order date is the date that the pharmacy processes the order after receiving all of the information they need to fill the prescription. Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services or drugs are covered; (2) any fixed "copayment" amount that a plan requires when a specific service or drug is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service or drug that a plan requires when the service or drug is received. A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment.

[Cost-Sharing Tier – Every drug on the list of covered drugs is in one of three cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug.]

Coverage Determination – A decision about whether a drug prescribed for you is covered by our plan and the amount, if any, you are required to pay for the prescription. In general, if you take your prescription to a pharmacy and the pharmacy tells you the prescription isn't covered under your plan, that isn't a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called "coverage decisions" in this booklet. [Chapter 7 OR Chapter 9] explains how to ask us for a coverage decision.

Covered Drugs – The term we use to mean all of the prescription drugs covered by our plan.

Covered Services – The general term we use to mean all of the health care services and items that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Daily Cost-Sharing Rate – A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. A daily cost-sharing rate is the copayment divided by the number of days in a month's supply. Here is an example: If your copayment for a one-month supply of a drug is \$30, and a one-month's supply in your plan is 30 days, then your "daily cost-sharing rate" is \$1 per day. This means you pay \$1 for each day's supply when you fill your prescription.

Deductible – The amount you must pay for health care or prescriptions before our plan begins to pay.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

[Dispensing Fee – A fee charged each time a covered drug is dispensed to pay for the cost of filling a prescription. The dispensing fee covers costs such as the pharmacist's time to prepare and package the prescription.]

Durable Medical Equipment – Certain medical equipment that is ordered by your doctor for medical reasons. Examples are walkers, wheelchairs, or hospital beds.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

Emergency Medical Condition – Either: (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a plan hospital (or designated hospital) before delivery or if transfer poses a threat to your (or your unborn child's) health and safety.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Exception – A type of coverage determination that, if approved, allows you to get a drug that is not on your plan sponsor's formulary (a formulary exception), or get a nonpreferred drug at the preferred cost-sharing level (a tiering exception).

[Excluded Drug – A drug that is not a "covered Part D drug," as defined under 42 U.S.C. Section 1395w-102(e).]

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

[Formulary – A list of Medicare Part D drugs covered by our plan.]

Generic Drug – A prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand-name drug. Generally, a "generic" drug works the same as a brand-name drug and usually costs less.

Grievance – A type of complaint you make about us or one of our network providers or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Group – The entity with which we have entered into the Agreement that includes this **Evidence of Coverage**.

Group Health Cooperative (GHC) – When you are outside our service area, you can get medically necessary health care and ongoing care for chronic conditions from designated providers in another Kaiser Permanente region's service area or GHC service area. GHC is located in parts of Washington and Northern Idaho. For more information, please refer to Chapter 3, Section 2.2, and you may visit GHC's website at ghc.org/about_gh/index.jhtml.

Home Health Aide – A home health aide provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (for example, bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Home Health Care – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered services are listed in the Medical Benefits Chart in Chapter 4. We cover home health care in accord with Medicare guidelines. Home health care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren't covered unless you are also getting a covered skilled service. Home health services do not include the services of housekeepers, food service arrangements, or full-time nursing care at home.

Hospice Care – A special way of caring for people who are terminally ill and providing counseling for their families. Hospice care is physical care and counseling that is given by a team of people who are part of a Medicare-certified public agency or private company. Depending upon the situation, this care may be given in the home, a hospice facility, a hospital, or a nursing home. Care from a hospice is meant to help patients in the last months of life by giving comfort and relief from pain. The focus is on care, not cure. For more information on hospice care, visit www.medicare.gov, and under "Search Tools," choose "Find a Medicare Publication" to view or download the publication "Medicare Hospice Benefits." Or call **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**.

Hospital Inpatient Stay – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an "outpatient."

Income Related Monthly Adjustment Amount (IRMAA) – If your income is above a certain limit, you will pay an income-related monthly adjustment amount in addition to your plan premium. For example, individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Coverage Limit – The maximum limit of coverage under the Initial Coverage Stage.

[**Initial Coverage Stage** – This is the stage before your total drug expenses have reached **\$4,850**, including amounts you've paid and what our plan has paid on your behalf.]

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65.

Inpatient Hospital Care – Health care that you get during an inpatient stay in an acute care general hospital.

Kaiser Foundation Health Plan (Health Plan) – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc, is a nonprofit corporation and a Medicare Cost Plan. This **Evidence of Coverage** sometimes refers to Health Plan as "we" or "us."

Kaiser Permanente – Kaiser Foundation Hospitals, Health Plan, and the Medical Group.

[Kaiser Permanente 2016 Abridged Formulary and Kaiser Permanente 2016 Comprehensive Formulary (Formulary or "Drug List") – A list of prescription drugs covered by our plan. The drugs on this list are selected by us with the help of doctors and pharmacists. The list includes both brand-name and generic drugs.]

Late Enrollment Penalty – An amount added to the plan premium for Medicare drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more. You pay this higher amount as long as you have a Medicare drug plan. There are some exceptions. For example, if you receive "Extra Help" from Medicare to pay your prescription drug plan costs, the late enrollment penalty rules do not apply to you. If you receive "Extra Help," you do not pay a penalty, even if you go without "creditable" prescription drug coverage.

Long-Term Care Hospital – A Medicare-certified acute-care hospital that typically provide Medicare covered services such as comprehensive rehabilitation, respiratory therapy, head trauma treatment, and pain management. They are not long-term care facilities such as convalescent or assisted living facilities.

Low Income Subsidy (LIS) – See "Extra Help."

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for Part A and Part B services covered by our plan. Amounts you pay for any contributions toward your group's monthly premium, your Medicare Part A and Part B premiums, and Part D prescription drugs do not count toward the maximum out-of-pocket amount. See Chapter 4, Section 1.2, for information about your maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6, for information about how to contact Medicaid in your state.

Medical Care or Services – Health care services or items. Some examples of health care items include durable medical equipment, eyeglasses, and drugs covered by Medicare Part A or Part B, but not drugs covered under Medicare Part D.

Medical Group – It is the network of plan providers that our plan contracts with to provide covered services to you. The name of our medical group is The Kaiser Permanente Medical Group, Inc., a for-profit professional corporation.

Medically Accepted Indication – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3, for more information about a medically accepted indication.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, a PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area, except people with End-Stage Renal Disease (unless certain exceptions apply).

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare Coverage Gap Discount Program – A program that provides discounts on most covered Part D brand-name drugs to Part D enrollees who have reached the Coverage Gap Stage and who are not already receiving "Extra Help." Discounts are based on agreements between the federal government and certain drug manufacturers. For this reason, most, but not all, brand-name drugs are discounted.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B. (For members who have only Medicare Part B, the plan covers only Part B services.)

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-Inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

"Medigap" (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Cost Plan is not a Medigap policy.)

Member (Member of our Plan, or "Plan Member") – A person with Medicare who is eligible to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

Network Pharmacy – A network pharmacy is a pharmacy where members of our plan can get their prescription drug benefits. We call them "network pharmacies" because they contract with our plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

Network Physician – Any licensed physician who is a partner or employee of the Medical Group, or any licensed physician who contracts to provide services to our members (but not including physicians who contract only to provide referral services).

Network Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. We call them "**network providers**" when they have an agreement with our plan to accept our payment as payment in full, and in some cases, to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as "plan providers."

Organization Determination – The Cost plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. The Cost plan's network provider or facility has also made an organization determination when it provides you with an item or service, or refers you to an out-of-network provider for an item or service. Organization determinations are called "coverage decisions" in this booklet. [[Chapter 7 OR Chapter 9](#)] explains how to ask us for a coverage decision.

Original Medicare ("Traditional Medicare" or "Fee-for-Service" Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Pharmacy – A pharmacy that doesn't have a contract with our plan to coordinate or provide covered drugs to members of our plan. As explained in this **Evidence of Coverage**, most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply (see Chapter 5, Section 2.5, for more information).

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for "Cost-sharing" above. A member's cost-sharing requirement to pay for a portion of services or drugs received is also referred to as the member's "out-of-pocket" cost requirement.

PACE Plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) for as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

Part C – See "**Medicare Advantage (MA) Plan.**"

Part D – The voluntary Medicare Prescription Drug Benefit Program. (For ease of reference, we will refer to the prescription drug benefit program as Part D.)

[Part D Drugs – Drugs that can be covered under Part D. We may or may not offer all Part D drugs. (See your formulary for a specific list of covered drugs.) Certain categories of drugs were specifically excluded by Congress from being covered as Part D drugs.]

Plan – Kaiser Permanente Medicare Plus.

Plan Charges – Plan Charges means the following:

- For services provided by the Medical Group or Kaiser Foundation Hospitals, the charges in Health Plan's schedule of Medical Group and Kaiser Foundation Hospitals charges for services provided to members.
- For services for which a provider (other than the Medical Group or Kaiser Foundation Hospitals) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider.
- For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a member for the item if a member's benefit plan did not cover the item (this amount is an estimate of: the cost of acquiring, storing, and dispensing drugs; the direct and indirect costs of providing Kaiser Permanente pharmacy services to members; and the pharmacy program's contribution to the net revenue requirements of Health Plan).
- For all other services, the payments that Kaiser Permanente makes for the services or, if Kaiser Permanente subtracts cost-sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost-sharing.

Post-Stabilization Care – Medically necessary services related to your emergency medical condition that you receive after your treating physician determines that this condition is clinically stable. You are considered clinically stable when your treating physician believes, within a reasonable medical probability and in accordance with recognized medical standards, that you are safe for discharge or transfer and that your condition is not expected to get materially worse during or as a result of the discharge or transfer.

[Preferred cost-sharing – Preferred cost-sharing means lower cost-sharing for certain covered Part D drugs at certain network pharmacies.]

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Member cost-sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both network (preferred) and out-of-network (nonpreferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health care or prescription drug coverage.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1, for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services or certain drugs that may or may not be on our formulary. Some in-network medical services are covered only if your doctor or other network provider gets "prior authorization" from our plan. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4. Some drugs are covered only if your doctor or other network provider gets "prior authorization" from us. Covered drugs that need prior authorization are marked in the formulary.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4, for information about how to contact the QIO for your state.

Quantity Limits – A management tool that is designed to limit the use of selected drugs for quality, safety, or utilization reasons. Limits may be on the amount of the drug that we cover per prescription or for a defined period of time.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (nonemergency) services. Our plan may disenroll you if you permanently move out of our plan's service area.

Services – Health care services or items.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

[Specialty-Tier Drugs – Very high-cost drugs approved by the FDA that are on our formulary.]

[Standard Cost-sharing – Standard cost-sharing is cost-sharing other than preferred cost-sharing offered at a network pharmacy.]

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

Kaiser Permanente Medicare Plus Member Services**METHOD Member Services – contact information**

CALL 1-888-777-5536

Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.
Member Services also has free language interpreter services available for non-English speakers.

TTY 711

Calls to this number are free. Seven days a week, 8 a.m. to 8 p.m.

FAX 301-816-6192

WRITE Kaiser Permanente Member Services
2101 East Jefferson Street
Rockville, Maryland 20852

WEBSITE kp.org

State Health Insurance Assistance Program

A State Health Insurance Assistance Program (SHIP) is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare. Please refer to Chapter 2, Section 3, for SHIP contact information.

SERFF Tracking #:

KPMA-130230470

State Tracking #:

Company Tracking #:

State:

District of Columbia

Filing Company:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

TOI/Sub-TOI:

HOrg03 Health Organizations - Other/HOrg03.000 Health Organizations - Other

Product Name:

2016 Medicare Plus (Cost) ANOC EOCs

Project Name/Number:

/

Supporting Document Schedules

Satisfied - Item:	Cover Letter
Comments:	
Attachment(s):	DC Covltr - Medicare ANOC EOC.pdf
Item Status:	
Status Date:	



KAISER PERMANENTE®

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
2101 East Jefferson Street Rockville, Maryland 20852

September 2, 2015

Mr. Colin Johnson
Department of Insurance, Securities and Banking
Product Analysis Division
810 First Street, N.E., Suite 701
Washington, D.C. 20002

Re: Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
NAIC Number: 95639

Forms Submission: DC/MD/VA-MPCOST-ANOC-DPD (01/16) – Information Only
DC/MD/VA-MPCOST-ANOC-DP (01/16) – Information Only
DC/MD/VA-MPCOST-EOC-DPD (01/16) – Information Only
DC/MD/VA-MPCOST-EOC-DP (01/16) – Information Only
DC/MD/VA-MPCOST-ANOC/EOC (01/16) – Information Only
DC/MD/VA-MPCOST-ANOC-GRPD (01/16) – Information Only
- Replacing all 2015 forms closed by your offices 10/16/2014
SERFF Tr Number: KPMA-129754985

Dear Mr. Johnson:

Please find enclosed our 2016 Kaiser Permanente Medicare Plus (Cost) Annual Notification of Change (ANOC) and Evidence of Coverage (EOC) filed for “Information Only”. As you are aware, the ANOC and EOC forms are based on model designs approved by CMS. The proposed forms will accompany form submission DC-MPCOST-ANOC/EOC-AMD(01/12) which was approved by your offices June 10, 2011, SERFF Tracking Number KPMA-127204673. Health Plan intends to use these forms along with the Amendment for Kaiser Permanente Medicare Plus (Cost) subscribers enrolling or renewing on or after January 1, 2016 accordingly. In addition, we will continue to offer contracts with and without prescription drug coverage. A Readability Score is not available for these forms, as CMS model language cannot be altered.

Health Plan appreciates your time and consideration. Should you have any questions, please contact me directly at (301) 816-5819, or by e-mail at Lynn.Robinson@kp.org.

Sincerely,

Lynn Robinson
Senior Contracts Specialist

Enclosures